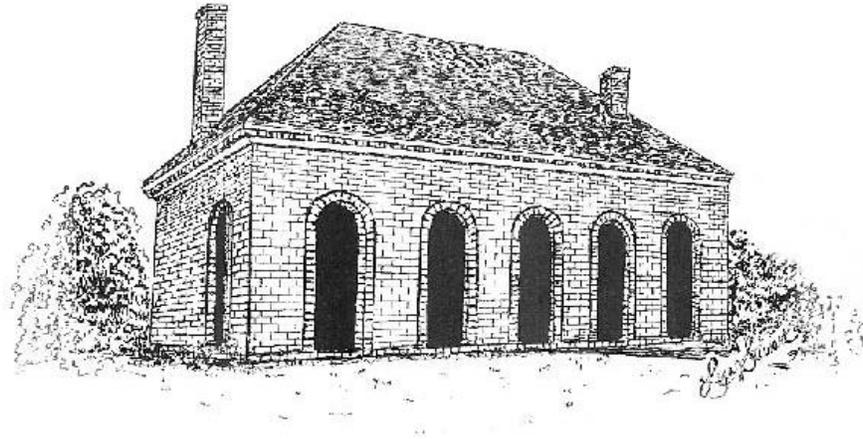


BOARD MEETING PACKET

PREPARED FOR
HANOVER COUNTY COMMUNITY SERVICES BOARD



| | |
|---------------------|--|
| MEETING DATE | January 23, 2017 |
| 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
- Intellectual Disabilities
- Substance Use Disorders

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

AGENDA
HANOVER COUNTY COMMUNITY SERVICES BOARD

January 23, 2017, 5:30 p.m.
Hanover Community Services Board Conference Room
12300 Washington Highway, Ashland, VA 23005

5:30 p.m. – Call to Order and Welcome

Work Session: Virginia Tiered System of Support (VTSS) –
Hanover Co. Public Schools

6:30 p.m. – General Business

- 1. Reconvene**
- 2. Donations**
- 3. Public Comments**
- 4. Approval of Minutes – December 19, 2016 Board Meeting**
- 5. Board Liaison Reports**
 - a. Hanover Mental Health Association – Warren Rice**
 - b. Hanover Community Support Services – Scott Bateman**
 - c. Arc of Hanover – Hamilton Holloway**
 - d. Hanover Board of Supervisors – Sean Davis**
- 6. Executive Director’s Report**
 - a. Directors’ Updates**
 - b. Other Items**
- 7. Chairperson’s Report**
 - a. Executive Committee Report**
 - b. Strategic Plan Committee Reports**
 - c. Work Session Planning**
 - d. Member Updates & Activities**
 - e. Other Items**
- 8. Action Items**
 - a. Board Approved Policies – Adoption of Revisions**
- 9. Adjourn**

Next Regularly Scheduled Meeting: February 20, 2017, 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

ANGELA KELLY-WIECEK, VICE-CHAIRMAN
CHICKAHOMINY DISTRICT

SEAN M. DAVIS
HENRY DISTRICT

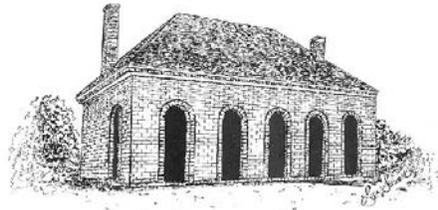
WAYNE T. HAZZARD
SOUTH ANNA DISTRICT

W. CANOVA PETERSON
MECHANICSVILLE DISTRICT

FAYE O. PRICHARD
ASHLAND DISTRICT

SCOTT A. WYATT
COLD HARBOR DISTRICT

CECIL R. HARRIS, JR.
COUNTY ADMINISTRATOR



HANOVER COURTHOUSE

HANOVER COUNTY

ESTABLISHED IN 1720

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

DRAFT OF MINUTES
December 19, 2016

| Members Present | Members Absent | Others |
|-----------------------------|-----------------------|-----------------------|
| Scott Bateman | Thomas Blake | Lisa Beitz |
| William Brenzovich | Sean Davis | Donna Boyce |
| Anne Cross (6:10 PM) | | Christina Crumrine |
| Jeanie Edwards | | Bernie Jordan |
| Lynn Hargrove | | Ivy Sager |
| Eric Hendrixson | | Lisa Seward (6:14 PM) |
| Hamilton Holloway (6:10 PM) | | Jim Taylor |
| Gary D. Perkins (6:15 PM) | | |
| Warren Rice | | |
| Lori Spain | | |

Call to Order

The meeting was called to order by Jeanie Edwards, Chairperson, at 6:00 p.m. at the Hanover Community Services Board conference room, 12300 Washington Highway, Ashland VA 23005.

The following members were present: Scott Bateman, William Brenzovich, Anne Cross, Jeanie Edwards, Lynn Hargrove, Eric Hendrixson, Hamilton Holloway, Gary D. Perkins, Warren Rice and Lori Spain.

Holiday Social:

The Board had a brief Holiday Social that began at 6:00 PM.

Donations

The Board acknowledged several donations that were made for the Blue and White Gala. The Board also acknowledged several food donations that were made for Thanksgiving dinners and the food pantry. Mrs. Edwards brought to a vote to recommend to the County Administrator acceptance of a \$10,000 donation from the Jane and Arthur Flippo Foundation. This action passed unanimously.

Citizen Comments

Mrs. Edwards acknowledged Michael Thompson from the Richmond Times Dispatch. Mr. Thompson took a moment to introduce and give some background information about himself to the Board. Mrs. Edwards then acknowledged Larnie Allgood, the vice president of the Mechanicsville Tea Party. Mr. Allgood introduced himself and stated that he was there to learn more about Hanover County's CSB.

Approval of Minutes

The minutes of November 21, 2016, meeting were deemed approved as submitted.

Board Liaison Reports

1. Hanover Mental Health Association – None.
2. Hanover Community Support Services – Scott Bateman stated that their Director resigned. Mr. Bateman reported they will be looking to hire for this position in the New Year. Mr. Bateman also announced that they had parted ways with ARC for future Hanover events. Mr. Bateman stated they have two \$250 scholarships they will be giving out to two seniors this year.
3. Hanover Arc – Hamilton Holloway stated they are almost fully moved into the new location. Mr. Holloway stated they are also preparing for the upcoming legislative session that begins one month from now.
4. Board of Supervisors – None.

Executive Director's Report

Ivy Sager began by highlighting the recently revised and updated Rules of the Board document had been printed and provided for each Board member; this update should be added to the members' orientation manual as a replacement. Mrs. Sager informed the Board that DBHDS had completed their audit, and turned the floor to Bernie Jordan for an overview of the findings.

Mr. Jordan gave a brief summary of the findings of the audit, which was aimed at examining primarily the financial internal controls. Mrs. Sager added that the agency will receive a final written report, which will be shared with the Board when it is received.

After fielding questions from the Board, Mrs. Sager turned the floor to Lisa Beitz. Mrs. Beitz gave an update on Hanover Cares Youth Survey process currently underway within Hanover County Public Schools. The Board then discussed the challenges with getting students to complete the survey.

Mrs. Sager highlighted the director's report that was included in the Board packet. The Board then discussed, in greater detail, several data points included within the report. From this discussion came a more in depth look at waiver slot allocation and the Adult Drug Court process.

Mrs. Sager informed the Board that the Board of Supervisors had approved all of the pending CSB Board reappointments.

Chairman's Report

Mrs. Edwards highlighted her experience at the different program Holiday parties she attended. Mrs. Edwards stated that she enjoyed being able to attend each event.

Mrs. Edwards turned the floor to the Board members for updates from the strategic planning committees. Lynn Hargrove gave a brief overview of the advocacy committee meeting. Mrs. Hargrove turned the Board's

attention to the VACSB packet. Mrs. Hargrove suggested the Board members could use the included information to talk to their local officials.

Mrs. Edwards highlighted several events that were listed on the three month planning calendar included in the Board packet. The Board then discussed a few ideas for upcoming work sessions to include a more in depth look at transportation needs for Hanover county clients.

Mrs. Edwards turned the floor to Eric Hendrixson for an update from the Nominating Committee.

Action Item(s)

1. Board Nominations

Mr. Hendrixson reported that the Nominations Committee recommends the following slate of officers for 2017:

Chair: Jeanie Edwards

Vice-Chair: Scott Bateman

Secretary: Lynn Hargrove

Upon motion by Warren Rice and a second by William Brenzovich the slate of officers for 2017 was accepted.

The next regularly scheduled Board meeting will be held January 23, 2017 at 5:30 p.m. at the Hanover Community Services Board conference room, 12300 Washington Highway, Ashland, VA 23005.

There being no other business, the meeting was adjourned.

Executive Director's Monthly Report

1/23/2017

A. Executive Director

General Updates

As a reminder, Board members were provided a draft of proposed revisions to the Board-approved policies in November. Any recommended edits should be provided to the Executive Director no later than Jan. 18th. The Executive Committee will meet on Jan. 19th to finalize the proposed revisions.

On December 29, 2016, the procurement process for the Same Day Access project was finalized with the issuance of the Purchase Order and signing of the contract. Staff are working with the consultant to schedule the initiation of the project in February.

The reporter from the *Richmond Times-Dispatch* who attended the board meeting in December authored an article that was included in the publication on Dec. 21st; the article is included in case board members missed it.

Human Resources

In the month of December, there were three new hires: Clinician, Training Specialist, and a Case Manager. There was one resignation, a Peer Support Specialist.

Staff continue working with County Administration and Human Resources related to a proposed staffing plan for Crisis Services, to begin July 1, 2017.

Donations

Three donations were received during the month of December; a donation of \$25 was received from John and Joan Lee, a \$500 donation was received for RAFT House from Debra S. Condrey, and a donation of \$200 was received for RAFT House from St. Paul's Episcopal Church.

B. Business Operations

DBHDS completed an audit of CSB's financial policies and procedures. They reviewed accounts payable, cash management, DAP, financial reporting, fixed assets, payroll, petty cash, change funds, procurement/contracts administration, revenue, and system access. They provided only four comments at the closing meeting, which were discussed at the December CSB Board Meeting. The DBHDS Audit Team expects to provide an official audit report to CSB with 30 – 60 days.

The County's Human Resources Department is implementing a new time keeping/payroll system, and the first successful payroll run for the employees has been completed out of the new system.

The County's Finance Department is implementing a new General Ledger system, and has asked Business Operations to participate and be a super user of the new system. Training will begin in late January.

C. Clinical Services

The ICT Team was fortunate enough to spend some time celebrating the holidays with the clients. Every year the staff shop for and cook a holiday meal for clients. The menu included turkey, ham, macaroni and cheese, greens, and more delicious dishes. The Team has expressed how important it is for them to be able to give back to clients and as an expression of their care. It's also very meaningful to the clients as some of them do not have family in the area and would not enjoy a home cooked meal if this opportunity was not available. Those with family were

invited and there were quite a few that were able to join. In addition to sharing a meal together, the clients participated in making holiday cards, and playing bingo. The holiday meal is a great way to see the care and giving that occurs between the Team and the clients.

D. Community Support Services

The case management team has begun to adjust to the FLSA changes that went into effect December 1st.

In an effort to provide ongoing information on progress with waitlist numbers, below is a snapshot of those individuals on the waitlist per the WaMS System as of 1/03/2017. As a reminder, numbers are fluid and may change daily.

| Case Management Numbers | 10/2016 | 11/2016 | 12/2016 |
|--------------------------------|----------------|----------------|----------------|
| Priority 1 | 56 | 66 | 69 |
| Priority 2 | 64 | 73 | 68 |
| Priority 3 | 46 | 44 | 42 |
| Total Waitlist | 180 | 183 | 179 |

December represented the first month of billing the end-to-end process for contracted private case management with those individuals previously known to the former DD system. The QI/Training team has been heavily involved in acclimating those providers into the more regulated environment known to the CSBs.

From the provider viewpoint, Day Support programs and Supported Employment have finally become accessible to the new automated WaMS system and services are being authorized as they should be – staff are now in process of teasing out the remaining issues around the connection to the state Medicaid system to ensure a seamless service-to-reimbursement progression.

The Waiver Slot Allocation Committee (WSAC) is scheduled to convene on January 18th and 20th respectively; 18 individuals will be presented for the 6 Community Living Waivers and the 2 Family & Individual Support Waivers assigned in December 2016. This will mark the first waiver slot assignment under the new system. The CSB would like to extend gratitude to those WSAC volunteers for stepping up to fill this critical role for Hanover County.

Hanover discusses lengthy wait list for developmental disability waivers

By MICHAEL THOMPSON Richmond Times-Dispatch | Posted: Tuesday, December 20, 2016 10:45 pm

The Hanover County Community Services Board wrapped up 2016 with a discussion of the lengthy wait list for a statewide benefits program and the need for public transportation in the county.

The General Assembly approved this year six slots for Community Living Waivers for Hanover and two slots for Family and Individual Supports Waivers, according to a report to the board from its executive director Monday night.



Hanover County seal

The statewide waivers program is a way for residents with intellectual or developmental disabilities to get access to support programs and services they can't afford and private insurers will not pay for, according to Ivy Sagar, the executive director. Before the 1980s, the services could be purchased only for people living in institutions. Now, community-based services are covered.

In September, Virginia launched a redesign of the waivers program as part of a 2012 settlement agreement with the U.S. Department of Justice over the way the state doled out funds for services for people with intellectual and developmental disabilities. There were 12,255 families on the waiting list for the services in September.

James Taylor, Hanover's deputy county administrator, said in an interview that the redesign tried to free up money for the program that was going unused. Funding for the program remains an issue, Taylor said.

"There's still a lot of people waiting in Hanover," he said.

Taylor said the waivers program is more than just an issue for Hanover and is something the state is working on.

"I think all CSBs would say they appreciate the progress being made and extended to more individuals," he said.

Hanover had 183 cases on its waiting list as of November. The cases are prioritized on a scale from 1 to 3. Sagar said there is no set timeline when state officials will make a final decision about which Hanover families get approved for a waiver.

Sagar said it's terrible that so many people are waiting for help.

"How do you allocate six waivers when you have 66 people who are priority one?" Sagar said in an interview. "Those are people and families represented by those numbers."

The board also discussed transportation issues.

Eric Hendrixson, who represents the Ashland District, called for more information about transportation at the meeting. Member-at-large Gary Perkins said transportation is a big challenge and suggested that county vehicles could be used to help with Hanover's transportation needs.

Taylor said in an interview that transportation has long been an expensive and logistical challenge for the large, mostly rural county.

A number of donations of time, food and money were noted at the meeting of the community services board, which recommended that Hanover's Board of Supervisors accept the Jane and Arthur Flippo Foundation's donation of \$10,000 for the RAFT House, a rehab program in Ashland for adults with serious mental illness.

Hanover CSB - November 2016

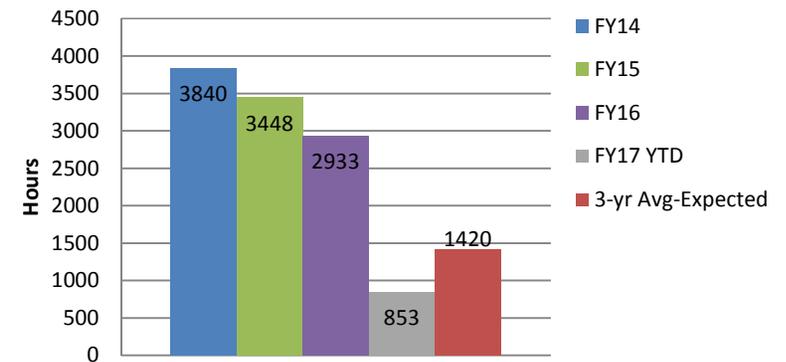
| At-a-Glance | Hospitalizations: 17 | Number Served: 1046 | Admissions: 116 | Discharges: 157 | Prevention: 196 | RAFT: 91.8% |
|--------------------|----------------------|---------------------|-----------------|-----------------|-----------------|---------------------------|
| FY17 YTD Avg/Month | 19 | 1093 | 145 | 155 | 327 | 56 of 61 one or more days |
| FY16 Avg/Month | 24 | 1081 | 172 | 169 | 232 | |

| | FY16 Actual | FY17 Projected | FY17 YTD | YTD Expected | % of Expected | |
|--|-------------|----------------|----------|--------------|---------------|---|
| Mental Health Services | | | | | | |
| Acute Psychiatric or Inpatient Services | 21 | 13 | 0 | 5 | 0% | ◆ |
| Outpatient Services | 767 | 700 | 620 | 445 | 139% | ● |
| Case Management Services | 732 | 700 | 592 | 552 | 107% | ● |
| Assertive Community Treatment | 72 | 60 | 62 | 59 | 106% | ● |
| Rehabilitation | 71 | 66 | 64 | 61 | 105% | ● |
| Supported Employment | | 10 | 1 | 4 | 24% | ◆ |
| Developmental Disability Services | | | | | | |
| Case Management Services | 186 | 210 | 176 | 184 | 96% | ● |
| Rehabilitation | 37 | 30 | 31 | 29 | 106% | ● |
| Supported Employment | 119 | 124 | 91 | 85 | 108% | ● |
| Supportive Residential Services | 42 | 39 | 28 | 30 | 93% | ● |
| Substance Abuse Services | | | | | | |
| Medical Detox Inpatient Services | 3 | 5 | 0 | 2 | 0% | ◆ |
| Outpatient Services | 267 | 232 | 163 | 127 | 128% | ● |
| Case Management Services | 363 | 315 | 264 | 205 | 129% | ● |
| Intensive Residential Services | 42 | 35 | 11 | 15 | 75% | ▲ |
| Emergency Services | | | | | | |
| Emergency Services | 809 | 675 | 316 | 244 | 129% | ● |
| Consumer Monitoring - Individuals | 195 | 235 | 154 | 119 | 129% | ● |
| Assessment and Evaluation Services | 1375 | 1200 | 647 | 487 | 133% | ● |

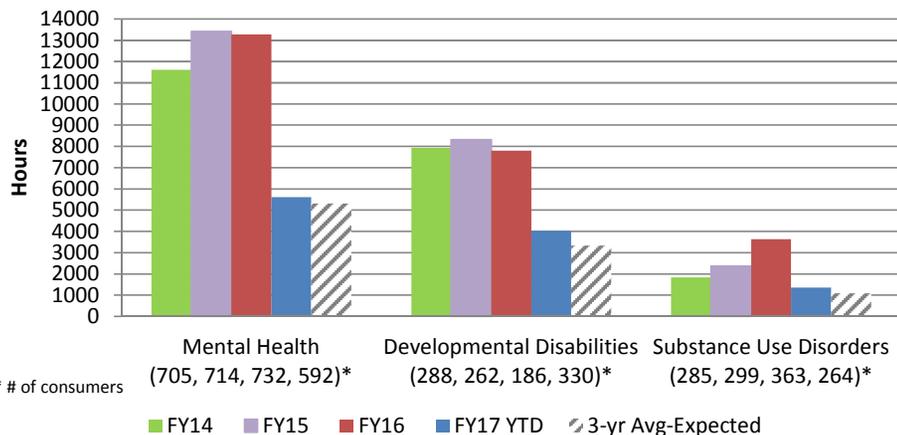
BUDGET

| Expenses | YTD % BUDGET | BUDGET | AMOUNT YTD |
|-----------------|--------------|---------------------|--------------------|
| Salaries | 34.76% | \$9,499,340 | \$3,301,798 |
| Oper. Exp | 22.85% | \$1,496,821 | \$342,061 |
| Capital Outlay | 111.77% | \$30,661 | \$34,269 |
| TOTAL: | | \$11,026,822 | \$3,678,128 |
| Revenue | | | |
| Local | 41.67% | \$4,413,990 | \$1,839,163 |
| State + Federal | 41.88% | \$2,940,805 | \$1,231,634 |
| Other | 24.99% | \$1,185,027 | \$296,101 |
| Medical | 41.68% | \$2,487,000 | \$1,036,578 |
| TOTAL: | | \$11,026,822 | \$4,403,476 |

Emergency Services Units



Case Management Units



Focus Forward:

- Implementation of developmental disabilities system transformation including waiver redesign.** DMAS provider agreement finalized and approved; DDCM RFP contract finalized; private providers to beginning billing through CSB.
- Support implementation of the Adult Drug Court pilot program.** Staff continue to be active participants in the planning efforts; MOU with Probation and Parole finalized and request for new position prepared for Dec. 14th Board of Supervisors meeting.
- Support the ongoing development of CSB Board members to be an effective administrative policy board.** No strategic planning committee meetings; work session provided on the Intensive Community Treatment Team, which included presentation by individual served by this team and his father.



Hanover County Community Services Board Action Item

Board Meeting Date: January 23, 2017

Subject: Adoptions of Revisions to 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 person served. The revisions to this document (as attached) are recommended by staff and have been reviewed and endorsed by the Board's Executive Committee.

The Hanover County Community Services Board (HCCSB) complies with all policies and procedures adopted by the Hanover County Board of Supervisors. These policies are consistent with and complement 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 Hanover County CSB Policies.

**CSB Board
Three-Month Planning Calendar**

| February | March | April |
|--|---|--|
| <p>-2nd Qtr. Financial Report</p> <p>-Harris Award Planning</p> | <p>-New member orientation/tour (if necessary)</p> <p>-Budget Presentation, Board of Supervisors Date: TBD</p> <p>-ID Awareness Month</p> | <p>-Jean C. Harris Award nomination period</p> <p>-Board of Supervisors approves annual budget</p> |
| <p>-Board Planning: 2/13/17</p> <p>-Board Meeting: 2/20/17</p> | <p>-Board Planning: 3/13/17</p> <p>-Board Meeting: 3/20/17</p> | <p>-Board Planning: 4/10/17</p> <p>-Board Meeting: 4/17/17</p> |
| <p>Work Session: Organizational Chart Overview & Discussion</p> | <p>Work Session: Waiver Redesign Update</p> | <p>Work Session: TBD</p> |

Upcoming Events & Activities:

-