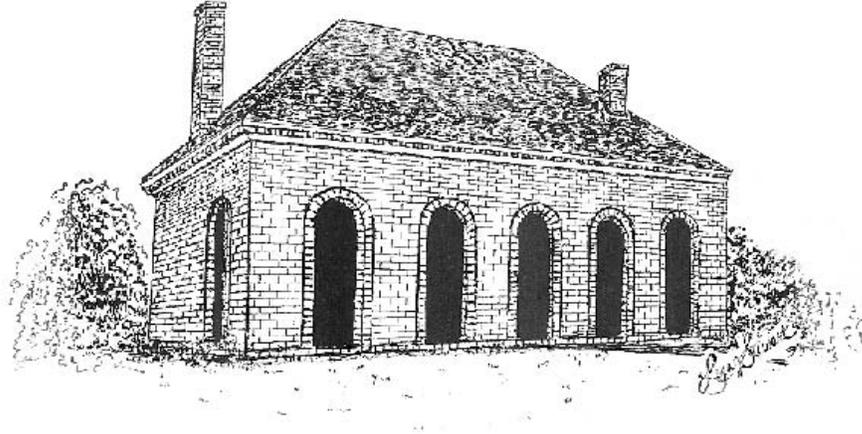


# BOARD MEETING PACKET

PREPARED FOR  
HANOVER COUNTY COMMUNITY SERVICES BOARD



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**MEETING DATE**

**MEETING TIME**

**LOCATION**

**Hanover Community Services Board  
Conference Room  
12300 Washington Highway  
Ashland, VA 23005**

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## **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**

**March 22, 2016, 5:00 p.m.**  
**Hanover Human Services (DSS) Large Conference Room**  
**12304 Washington Highway, Ashland, VA 23005**

**5:00 p.m. – Social Services Advisory Board (SSAB) and CSB Dinner**

**5:30 p.m. – Call to Order and Welcome**

**SSAB and CSB Joint Work Session: Overview of Social Services and Community Services**

**6:30 p.m. – General Business Meeting:**

- 1. Welcome and Roll Call**
- 2. Donations**
- 3. Public Comments**
- 4. Approval of Minutes – February 1, 2016 Board Meeting**
- 5. 2<sup>nd</sup> Quarter FY16 Financial Report**
- 6. 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**
- 7. Executive Director’s Report**
  - a. Directors’ Updates**
  - b. Other Items**
- 8. Chairperson’s Report**
  - a. Strategic Plan Committee Reports**
  - b. Member Updates & Activities**
  - c. Other Items**
- 9. Adjourn**

***Next Regularly Scheduled Meeting: April 18, 2016, 6:30 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

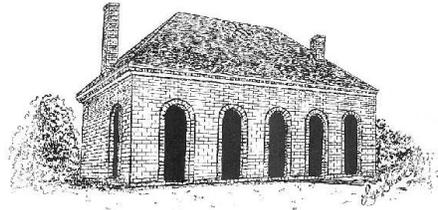
**W. CANOVA PETERSON**  
MECHANICSVILLE DISTRICT

**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

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**DRAFT OF MINUTES**

February 1, 2016

<b>Members Present</b>	<b>Members Absent</b>	<b>Others</b>
Scott Bateman	Sean Davis	Ivy Sager
Thomas Blake		Marc Rene
William Brenzovich		Christina Natale
Anne Cross		Lisa Beitz
Jeanie Edwards		Donna Boyce
Lynn Hargrove		
Eric Hendrixson		
Hamilton Holloway		
Gary Perkins		
Warren Rice		
Lori Spain		

**Call to Order**

The meeting was called to order by Jeanie Edwards, Chairperson, at 5:32 p.m. at the Hanover Community Services Board conference room, 12300 Washington Highway, Ashland VA 23005.

The following members were present: Scott Bateman, Thomas Blake (Departed at 6:40 PM), William Brenzovich, Anne Cross, Jeanie Edwards, Lynn Hargrove, Eric Hendrixson, Hamilton Holloway, Gary D. Perkins, Warren Rice (Arrived at 6:25 PM), and Lori Spain.

**Work Session:**

Martha Lambert provided a presentation about the CSB’s Behavioral Health Wellness Team. At the conclusion of the presentation Martha fielded questions from various Board members.

At the conclusion of the work session, board members took a brief break after which the meeting resumed. With two new members present, all board members introduced themselves.

**Donations** – The Board acknowledged two food donations, one clothing donation, one gift donation, and a donation of \$200. Jeanie brought to a vote the acceptance of a \$500 donation from Debra S. Condrey and a

\$1000 donation from the Ashland Strawberry Faire. Eric Hendrixson motioned to accept the donations, seconded by William Brenzovich; the motion was passed.

### **Citizen Comments**

None.

### **Approval of Minutes**

The minutes of December 21, 2015 meeting were deemed approved as submitted.

### **Board Liaison Reports**

1. Hanover Mental Health Association – Jeanie stated that she will be rotating off the association, and Warren Rice will be rotating on in her place. Jeanie reported that the association has elected new officers.
2. Hanover Community Support Services – Scott Bateman said he was unable to attend the most recent meeting; he is providing training to the new executive director related to social media.
3. Hanover Arc –Hamilton Holloway reported that the General Assembly session has started; he discussed waiver redesign and budget expectations that are being discussed during this session. Hamilton also reported the final proposal for waiver redesign was posted on February 1, 2016. This will be open to public comment for the next 30 days. Lastly, Hamilton stated that Lucy Cantrell is retiring. Hanover Arc has engaged an outside consultant to help them refocus and to begin the hiring process.
4. Board of Supervisors – None.

### **Executive Director's Report**

Ivy Sager began by informing the Board that due to the recent inclement weather, the CSB's day programs were closed January 22 and 25; transportation was suspended on Jan. 26 due to many clients living on or off of back roads that had not yet been cleared. Ivy highlighted the legislative season, including the weekly updates from VACSB and encouraged the Board to contact her with any questions they may have.

Ivy reported that the two new Board members, Anne Cross and Gary Perkins, have been provided their orientation for the Board. Ivy stated that due to the weather the HCIC event was cancelled. Ivy reminded the Board that the next Mental Health First Aid training will be on February 21 and February 28, 2016 at New Song Church; any members wishing to be registered should let Christina know.

Ivy then opened the floor to the Board for any questions or comments. Following a question from Hamilton, the Board discussed the bed database registry, its challenges, and how they are being addressed.

### **Chairman's Report**

Jeanie stated that there was an executive meeting on January 14, 2016. Jeanie reported that the meeting focused on goals for the Board. The Board's strategic plan will continue to be a focus. Jeanie stated that there are open spots on the oversight and advocacy committees. Anne Cross was selected to join the advocacy committee, and Gary Perkins will join the oversight committee. The Board then suggested and agreed to make February's work session a chance for the different committees to meet.

Jeanie highlighted the VACSB conference and some of the items discussed. Jeanie stated one of the main topics stressed was advocacy. Jeanie encouraged members to build relationships with their legislators. The Board discussed different ways the Board and its members could build these relationships. Jeanie announced that Bill has been nominated to be an alternate on the VACSB Board. Bill shared a few details regarding this process.

Jeanie highlighted the 3 month planning calendar included in the packet. Jeanie noted the Mental Health First Aid training included on the calendar, and encouraged all members who could, to attend.

Jeanie proposed the idea of doing a joint meeting with DSS. The schedule for this would start with the DSS meeting at 3:30 pm, a dinner break, a joint work session at 5:30 pm, and then the CSB meeting at 6:30 pm. After some discussion the Board agreed to pursue this opportunity and agreed to amend the meeting schedule in March accordingly.

Jeanie turned the floor to the Board for any other items. Scott inquired about receiving more specific information surrounding the data included in the dashboard. The Board discussed further, including the types of data they are interested in and would like to see included. Staff indicated they would continue to strive to address this.

**Action Item(s)**

None.

There being no other business, the meeting was adjourned.

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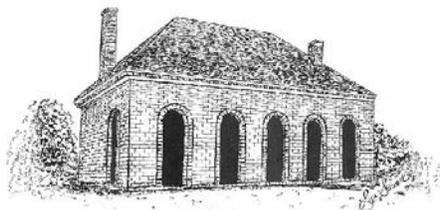
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February 15, 2016

MEMORANDUM

**TO:** Community Services Board  
Ivy T. Sager, MSW, Executive Director

**FROM:** Marc G. René, MBA, Division Director—Business Operations

**SUBJECT:** Second Quarter FY 16 Financial Report

Attached for your review is the CSB financial projection report for the second quarter of fiscal year 2016. This report was prepared by the CSB, Business Operations Department, from unaudited records and is for management purposes only. The following analysis and commentary provides an overview of our financial position.

- Revenue: We are currently projecting net overall revenue at **\$3K** above the budgeted amount. This is primarily the result of higher than anticipated Medicaid receivables
- Personnel: Expenditures are projected to be **5%** less than budgeted, primarily due to attrition and timing to fill new positions
- Operating: A net **\$39K** projected operating surplus is primarily the result of savings from our Gas/Grease and Oil line item, as well as Client Assistance. The overall total is preliminary and based on six months of expenditures

At this time, we are projecting revenue over expenses for **FY16** a net of **\$534K**. This projection is based on six months of revenue and expenses. We expect to have a more precise projection, once third quarter books are closed.

Hanover County Community Services  
Statement of Special Revenue Fund Revenues and Expenditures with Forecast  
Six months ended December 31, 2015

	Last Fiscal Year			This Fiscal Year					
	FY2015, Six months ended December 31			FY2016, Six months ended December 31		FY2016	Surplus/	% of	
	Budget	Actual	% of Budget	Budget	Actual	% of Budget	Projection	(Deficit)	Budget
<b>Revenues</b>									
Charges for services	2,958,404	1,588,293	54%	3,073,987	1,523,711	50%	3,106,775	32,788	101%
Recovered Costs	150,000	61,246	41%	150,000	56,071	37%	150,000	-	100%
Miscellaneous	49,000	23,369	48%	53,000	13,054	25%	18,000	(35,000)	34%
Total revenues from local sources	<u>3,157,404</u>	<u>1,672,908</u>	<u>53%</u>	<u>3,276,987</u>	<u>1,592,836</u>	<u>49%</u>	<u>3,274,775</u>	<u>(2,212)</u>	<u>100%</u>
<b>Intergovernmental revenue:</b>									
Categorical State Aid	2,508,275	1,254,460	50%	2,465,984	1,236,780	50%	2,476,713	10,729	100%
Categorical Federal Aid	458,759	229,501	50%	464,759	230,549	50%	459,759	(5,000)	99%
Total intergovernmental revenue	<u>2,967,034</u>	<u>1,483,961</u>	<u>50%</u>	<u>2,930,743</u>	<u>1,467,329</u>	<u>50%</u>	<u>2,936,472</u>	<u>5,729</u>	<u>100%</u>
<b>Other financing sources:</b>									
Operating Transfers In	4,220,231	2,159,286	51%	4,407,286	2,203,643	50%	4,407,286	-	100%
Total other financing sources	<u>4,220,231</u>	<u>2,159,286</u>	<u>51%</u>	<u>4,407,286</u>	<u>2,203,643</u>	<u>50%</u>	<u>4,407,286</u>	<u>-</u>	<u>100%</u>
Subtotal - operating revenues	<u>10,344,669</u>	<u>5,316,155</u>	<u>51%</u>	<u>10,615,016</u>	<u>5,263,808</u>	<u>50%</u>	<u>10,618,533</u>	<u>3,517</u>	<u>100%</u>
Reserve for Revenue	14,398	-	0%	75,000	-	0%	75,000	-	100%
Prior Year's Balance	141,986	-	0%	385,627	-	0%	385,627	-	100%
Total Revenues	<u><u>10,501,053</u></u>	<u><u>5,316,155</u></u>	<u><u>51%</u></u>	<u><u>11,075,643</u></u>	<u><u>5,263,808</u></u>	<u><u>48%</u></u>	<u><u>11,079,160</u></u>	<u><u>3,517</u></u>	<u><u>100%</u></u>

Hanover County Community Services  
Statement of Special Revenue Fund Revenues and Expenditures with Forecast  
Six months ended December 31, 2015

	Last Fiscal Year			This Fiscal Year					
	FY2015, Six months ended December 31			FY2016, Six months ended December 31			FY2016	Surplus/	% of
	Budget	Actual	% of Budget	Budget	Actual	% of Budget	Projection	(Deficit)	Budget
<b>Expenditures, Encumbrances, and Reappropriations</b>									
Salaries	6,903,087	2,993,595	43%	7,228,612	3,103,156	43%	6,811,868	416,744	94%
Benefits	2,138,888	961,495	45%	2,168,258	970,339	45%	2,093,974	74,284	97%
Total Personnel	<u>9,041,975</u>	<u>3,955,090</u>	<u>44%</u>	<u>9,396,870</u>	<u>4,073,495</u>	<u>43%</u>	<u>8,905,842</u>	<u>491,028</u>	<u>95%</u>
Professional Services	109,214	53,706	49%	105,185	37,404	36%	105,185	-	100%
Maintenance Service Contracts	70,000	35,372	51%	70,000	36,112	52%	70,000	-	100%
Purchase of Services	220,179	(11,498)	-5%	284,135	99,419	35%	284,135	-	100%
Other Telecommunications	56,339	26,139	46%	62,832	25,666	41%	62,832	-	100%
Medical and Lab Supplies	262,672	37,808	14%	262,672	17,671	7%	262,672	-	100%
Gas, Grease and Oil	87,159	39,141	45%	72,700	23,171	32%	46,342	26,358	64%
Lease/Rent of Buildings	48,460	23,175	48%	48,460	23,175	48%	46,350	2,110	96%
Mileage Reimbursement	60,608	18,652	31%	54,008	20,042	37%	54,008	-	100%
Educational Training	43,600	10,538	24%	32,000	15,987	50%	32,000	-	100%
Client Assistance	105,000	57,863	55%	126,000	27,713	22%	100,000	26,000	79%
Other Operating	381,449	152,758	40%	427,781	157,880	37%	442,516	(14,735)	103%
Total Operating	<u>1,444,680</u>	<u>443,654</u>	<u>31%</u>	<u>1,545,773</u>	<u>484,240</u>	<u>31%</u>	<u>1,506,040</u>	<u>39,733</u>	<u>97%</u>
Capital Outlay	<u>-</u>	<u>-</u>		<u>58,000</u>	<u>48,533</u>		<u>58,000</u>	<u>-</u>	
Reserve	<u>14,398</u>	<u>-</u>		<u>75,000</u>	<u>-</u>		<u>75,000</u>	<u>-</u>	
Total Expenditures	<u>10,501,053</u>	<u>4,398,744</u>	<u>42%</u>	<u>11,075,643</u>	<u>4,606,268</u>	<u>42%</u>	<u>10,544,882</u>	<u>530,761</u>	<u>95%</u>
<b>Revenues over (under) expenditures</b>		<u>917,411</u>			<u>657,540</u>		<u>534,278</u>	<u>534,278</u>	

Source: Bright System and Credible

## Executive Director's Monthly Report

03/22/2016

### A. Executive Director

#### General Updates

Though the weather did not cooperate in January for the Hanover Crisis Intervention Center Recognition Reception, members of the Hanover County Sheriff's Office, Bon Secours Richmond Health System, Hanover County Fire/EMS, Hanover County Community Service Board and Pamunkey Regional Jail were able to join together briefly on March 2nd to recognize several individuals for their outstanding efforts and contributions to serving the needs of the mental health consumers and their families in the Hanover County community. Award recipients are: Dep. Matthew Gathright (Hanover CIT Law Enforcement Officer of the Year), Lt. Brian Hughes (Hanover CIT Jail Officer of the Year), B.C. Mike Watkins (Hanover CIT Fire/EMS Responder of the Year), Sgt. Frank Dressler (Hanover CIT Trainer of the Year), Jenna Dukes (Hanover CIT Behavioral Health Provider of the Year), and Jenni Quinn, RN (HCIC Medical Provider of the Year).

The 2016 General Assembly has come to a close; VACSB is to be applauded for their advocacy work on behalf on CSBs and in collaboration with many other partners. The final VACSB legislative update can be found here: <http://vacsb.org/advocacy.html>.

The nomination period for the Jean C. Harris Award is now open. Nominations will be accepted until April 8. A link to the nomination form is included below; members are encouraged to consider a submission:

[http://www.hanovercounty.gov/CS/Jean\\_C\\_Harris\\_Award\\_Nomination\\_Form.pdf](http://www.hanovercounty.gov/CS/Jean_C_Harris_Award_Nomination_Form.pdf).

The tour of CSB facilities/programs for new board members is scheduled for April 1<sup>st</sup>. In addition, the two new members of the Board of Supervisors have been invited. We look forward to providing this important part of orientation to our new board members.

#### Human Resources

In the month of February there were three new hires; MH/SA Case Manager, Program Coordinator II, and a Psychiatric Nurse. There were two resignations; Training Specialist, and Training Specialist On-call.

The Board of Supervisors approved the proposed PTO (paid time off) policy, which will become effective on July 1<sup>st</sup>. Staff are gearing up for annual evaluations which will be completed in the county's new system for all CSB staff this year.

#### Donations

During the month of February there was one donation for \$475.00 for the Hanover RAFT house. The donation was made by St. Ann's Catholic Church. The second donation for \$100.00 was made to Hanover RAFT house. This donation was made by Knights of Columbus of Mechanicsville.

### B. Business Operations

The 2nd Quarter Financial Report is attached; further presentation and discussion will take during the upcoming board meeting.

### C. **Clinical Services**

Hanover CSB was awarded a one-time grant in the amount of \$11,640 from the Virginia Department of Criminal Justice Services (DCJS) for the purpose of Crisis Intervention Team (CIT) training and equipment purchases. The grant will go to pay for four (4) advanced trainings for CIT trained law enforcement and other first responders to take place over the next twelve months. The trainings, which are still in the planning stages, will bring in expert speakers in several different subject areas that have been identified by law enforcement as important to their work with individuals who are experiencing a mental health emergency. The training topics will include, crisis intervention with children and adolescents, crisis intervention with individuals with Dementia, crisis intervention with individuals who have Autism Spectrum Disorder and first responder self-care. In addition to the advanced training, the grant will also pay for four members of the Hanover CIT program to attend the International CIT Conference in Chicago, Illinois. One representative from Hanover Fire/EMS and one representative from the Pamunkey Regional Jail will join Kelley Brown, the Hanover CIT Coordinator, and Tim Glover, the Hanover Crisis Intervention Center peer specialist, to make the trip to Chicago in April 2016. Two representatives from the Hanover Sheriff's Office will also attend the conference supported by additional funds. The DCJS grant is time limited, requiring that the total award be spent by January 2017, and did not require any matching local funds.

Hanover County has begun to plan for an Adult Drug Court. Several county agency representatives, including two staff from the CSB, will attend the Adult Drug Court Planning Initiative (ADCPI) training for newly forming drug court teams in April in Lynchburg, VA. During the training Hanover will identify the target population, address sanctions and incentives, identify criteria for phases, graduation and terminations, and work towards the policy and procedure manual as part of the beginning planning for Adult Drug Court. Hanover has been long committed to exploring the value of Adult Drug Court and is excited to begin planning. Successful completion of this training positions Hanover to be given priority for federal drug court grants.

### D. **Community Support Services**

In expectation of the July 1<sup>st</sup> 'go-live' date for the merger of ID and DD, we are emending guidelines to include the DD population specific to standard operating practices and procedures. As such, several staff have been engaged in statewide trainings. Over the next several months, we will transition and adjust to new systems, supports, and waiver redesign. Here are few high-level details that may help should you be asked questions about the waiver redesign:

- The current waitlist structure is shifting. The old model of 'urgent/non-urgent' will become priority 1-3;
  - Priority 1 – it is anticipated the individual will need waiver services within one year.
  - Priority 2 – it is anticipated the individual may require waiver services in one to five years.
  - Priority 3 – active planning has identified the individual may not present for waiver services in over five years as long as the current supports and services remain; however, the system must anticipate future needs as the individual may present at any time.

- The ID, DD, and DS waivers will shift:

Old Waiver	New Waiver
Intellectual Disability Waiver (ID)	Community Living Waiver (highest need/highest level)
Developmental Disability Waiver (DD)	Family & Individual Support Waiver (for those living in the community and includes children)
Day Support Waiver (DS)	Building Independence Waiver

As a result of the state budget process, 355 additional waiver slots have been added to the Individual and Family Support Waiver. The reserve slots were reduced from 100 to 40 and of the new slots, 200 are designated for those who have waited the longest on the DD Waiver waitlist.

## Hanover CSB - February 2016

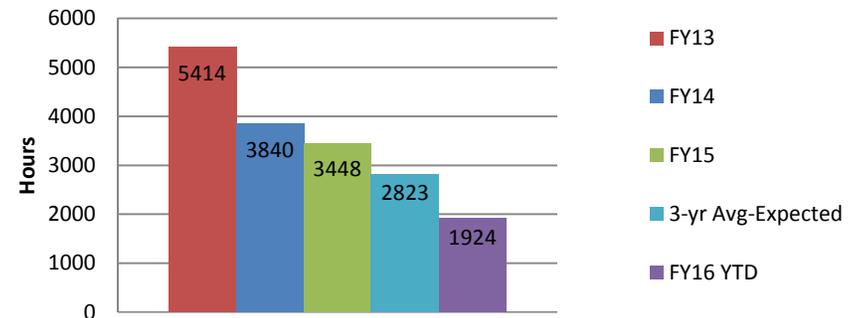
At-a-Glance	Hospitalizations: 28	Number Served: 1090	Admissions: 197	Discharges: 181	Prevention: 282	RAFT: 95%
FY16 YTD Avg/Month	23	1051	160	167	205	57 of 60 one or more days
FY15 Avg/Month	26	1017	152	148	205	

	FY15 Actual	FY16 Projected	FY16 YTD	YTD Expected	% of Expected	
<b>Mental Health Services</b>						
Acute Psychiatric or Inpatient Services	23	25	10	17	60%	▲
Outpatient Services	737	800	640	625	102%	●
Assertive Community Treatment	68	60	65	57	113%	●
Case Management Services	714	700	606	600	101%	●
Rehabilitation	84	90	65	76	86%	●
<b>Intellectual Disability Services</b>						
Case Management Services	262	275	180	236	76%	▲
Rehabilitation	41	45	37	41	89%	●
Supported Employment	115	110	104	94	111%	●
Supportive Residential Services	55	50	38	42	90%	●
<b>Substance Abuse Services</b>						
Medical Detox Inpatient Services	1	2	1	1	75%	●
Outpatient Services	238	215	197	162	122%	●
Case Management Services	299	275	273	217	126%	●
Intensive Residential Services	34	20	29	13	218%	▲
<b>Emergency Services</b>						
Emergency Services	793	700	543	485	112%	●
Assessment and Evaluation Services	1175	1100	935	770	121%	●

### BUDGET

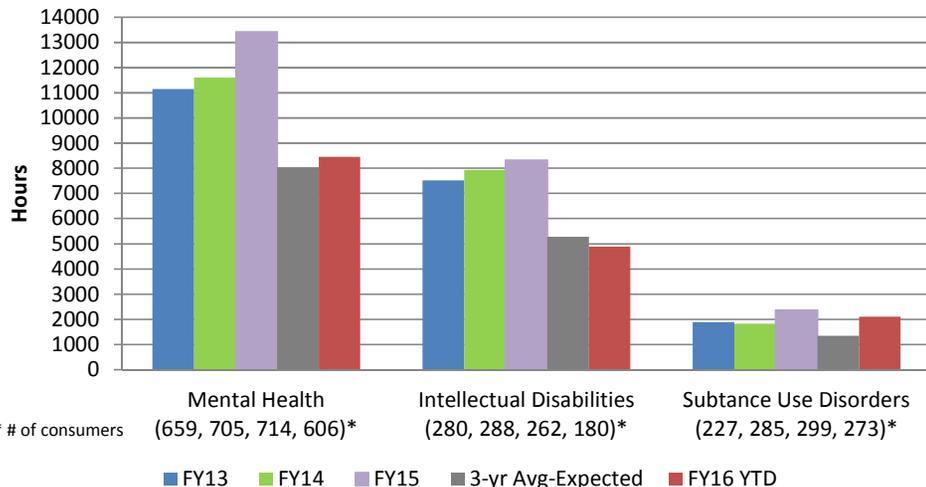
Expenses	YTD % BUDGET	BUDGET	AMOUNT YTD
Salaries	59.34%	\$9,369,870	\$5,559,775
Oper. Exp.	40.99%	\$1,647,773	\$675,370
Capital Outlay	100.00%	\$58,000	\$58,000
<b>TOTAL:</b>		<b>\$11,075,643</b>	<b>\$6,293,145</b>
Revenue			
Local	66.67%	\$4,407,286	\$2,938,191
State + Federal	66.87%	\$2,930,743	\$1,959,795
Other	38.75%	\$1,326,052	\$513,834
Medicaid	65.32%	\$2,411,562	\$1,575,231
<b>TOTAL:</b>		<b>\$11,075,643</b>	<b>\$6,987,051</b>

### Emergency Services Units



**Focus Forward:** 1) Support the development and supervision of Hanover's contract for a home visiting program through Family Lifeline. "Drop box" placed in Human Services lobby for individuals wanting more information to leave contact information with Family Lifeline staff following-up directly. 2) Integrate CSB and DSS business operations with the hiring and training of a new division director and modification of office space. Open house scheduled for March 23rd; team continues to develop; no significant concerns about progress to date. 3) Implementation of expanded clinical services at Pamunkey Regional Jail and Georgetown School. Two staff, along with other specific community stakeholders, will attend training related to Adult Drug Court; proposal submitted to Adult Probation and Parole Office with no response as of yet.

### Case Management Units



**CSB Board  
Three-Month Planning Calendar**

<b>April</b>	<b>May</b>	<b>June</b>
<p>-Jean C. Harris Award nomination period (closes April 8)</p> <p>-Hanover County Budget Public Hearing Date: April 6, 7pm</p> <p>-Board of Supervisors approves annual budget</p> <p>-Board Planning: 4/11/16</p> <p>-Board Meeting: 4/18/16</p> <p><b>Work Session:</b> Hanover CIT &amp; HCIC Update</p>	<p>-Mental Health Month</p> <p>-3<sup>rd</sup> Qtr. Financial &amp; G&amp;O Progress Report</p> <p>-Review of Fees and Fee Scale</p> <p>-VACSB Training &amp; Education Conference, May 4-6, Portsmouth</p> <p>-Board Planning: 5/9/16</p> <p>-Board Meeting: 5/16/16</p> <p><b>Work Session:</b> Jean C. Harris Award Reception</p>	<p>-CSB Employee Recognition, Date: TBD</p> <p>-Review of FY16 Accomplishments</p> <p>-Executive Director's Annual Performance Evaluation (Closed Session)</p> <p>-Board Planning: 6/13/16</p> <p>-Board Meeting: 6/20/16</p> <p><b>Work Session:</b> Waiver Redesign ID/DD Case Management</p>

**Upcoming Events & Activities:**

**April 1:** New Board Member Tour of CSB Facilities

**April 27, 5pm:** Taste of Hanover, Bass Pro Shops

**May 4-6:** VACSB Training & Education Conference, Portsmouth Renaissance Hotel