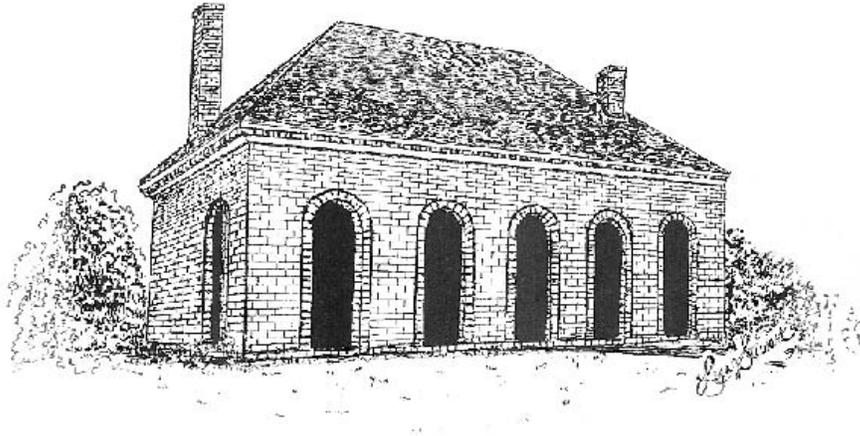


BOARD MEETING PACKET

PREPARED FOR
HANOVER COUNTY COMMUNITY SERVICES BOARD



MEETING DATE

MEETING TIME

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

August 18, 2014 6:30 p.m.
Hanover Community Services Board Conference Room,
12300 Washington Highway, Ashland, VA 23005

Work Session: Committee Meetings

The following Committees will meet to review and discuss Board Goals & Objectives:
Quality Services, Public Relations/Awareness, Board Development & Engagement

6:30 p.m. – Board Meeting:

- 1. Welcome and Roll Call**
- 2. Donations**
- 3. Citizens Comments**
- 4. Approval of Minutes – July 21, 2014 Board Meeting**
- 5. Board Liaison Reports**
 - a. Hanover Mental Health Association – Jeanie Edwards**
 - b. Hanover Community Support Services – Scott Bateman**
 - c. Hanover Arc – Hamilton Holloway**
 - d. Hanover Board of Supervisors – Sean Davis**
- 6. Year End Financial Report**
- 7. Executive Director’s Report**
 - a. Directors’ Reports**
 - b. Other Items**
- 8. Chairperson’s Report**
 - a. Executive Committee Report**
 - b. Committee Reports**
 - c. Board Self-Assessment**
 - d. Board Member Activity**
 - e. Other Items**
- 9. Action Item - FY15-16 Performance Contract**
- 10. Adjourn**

Next Regularly Scheduled Meeting: September 15, 2014, 6:30 p.m.
Hanover Human Services Conference Room
12304 Washington Highway, Ashland, VA 23005

BOARD OF SUPERVISORS

SEAN M. DAVIS, CHAIRMAN
HENRY DISTRICT

WAYNE T. HAZZARD, VICE-CHAIRMAN
SOUTH ANNA DISTRICT

ANGELA KELLY-WIECEK
CHICKAHOMINY DISTRICT

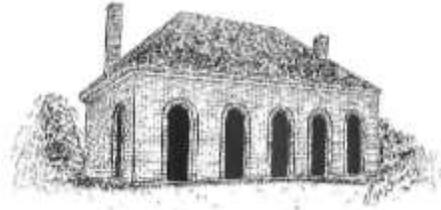
W. CANOVA PETERSON
MECHANICSVILLE DISTRICT

AUBREY M. STANLEY
BEAVERDAM DISTRICT

G.E. "ED" VIA, III
ASHLAND DISTRICT

ELTON J. WADE, SR.
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: 804-365-4275
FAX: 804-365-4282

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DRAFT OF MINUTES

July 21, 2014

Members Present	Members Absent	Others
Scott Bateman	Sharon Bunger	Ivy Sager
Thomas Blake	Sean Davis	Lisa Beitz
William Brenzovich		Donna Boyce
Jeanie Edwards		Peter Getts
Lynn Hargrove		Jim Taylor
Eric Hendrixson		Stacy Johnson-Moore
Hamilton Holloway		
Warren Rice		
Herb Sening		

The meeting was called to order by William Brenzovich, Chairperson, at 6:32 p.m. at the Hanover Community Services Board conference room, 12300 Washington Highway, Ashland VA 23005.

Welcome and Roll Call

William Brenzovich, Chairperson, welcomed everyone to the Board meeting. The following members were present at roll call: Scott Bateman, Thomas Blake, William Brenzovich, Jeanie Edwards, Lynn Hargrove, Eric Hendrixson, Hamilton Holloway, Warren Rice and Herb Sening.

Donations

None.

Citizen Comments

None.

Approval of Minutes

The following amendment was made to the minutes of the June 16, 2014 meeting:
In the next to last sentence of the Executive Director’s report, strike “rather than” and change to “in addition to”. The sentence now reads: “Upon Hamilton Holloway’s request, Ivy agreed to, in the future, provide the critical incident data in percentages, *in addition to* real numbers.” Upon the amendment, the minutes were approved.

Board Liaison Reports

1. Hanover Mental Health Association – No report.
2. Hanover Community Support Services – Scott Bateman reported that HCSS's total assets now exceed \$300k; and as a result of the resignation of the coordinator of *A Taste of Hanover*, Marilyn Gibbs, the Board is considering bringing in event planners.
3. Hanover Arc – Hamilton Holloway reported that the Board of Hanover Arc was invited to, and hopes to attend, the September Board meeting of Hanover Community Support Services. Hamilton reminded the Board that the state convention is coming up (July 31 – Aug 2). He also reported that 25 Waivers will be granted across 40 CSB's and it is currently unknown how they will be distributed; the closing date of the Northern Virginia Training Center has been extended by 1 year; and he explained that some people are moving to revisit the DOJ settlement, particularly the issue of closing training centers (they are not in favor of it). He noted that Waiver reform will be a "long, arduous process" involving a lot of education around Waivers, the process, etc.
4. Board of Supervisors – No report.

Executive Director's Report

Peter Getts discussed the FY15-16 Performance Contract and noted that it will be an action item for this Board at the August meeting; a draft is available online for public review/comment until August 14, 2014. Ivy Sager added that with this Board's approval, the Performance Contract goes to the Board of Supervisors for approval.

Ivy Sager reported that we were awarded a grant for a CIT assessment site; we are pleased and eager to begin the next steps of building the site and processes with our partners (MRMC, Ashland Police, Hanover Sheriff's Office, and others). Ivy also reported that the revised Standards of Professional Conduct was included in this month's meeting packet; she distributed copies of the Acknowledgement for each member to sign and return.

Ivy explained that we have posted the Day Health Coordinator position which we hope to fill by early to mid-fall; once we have the right person in place, we will begin looking at next steps around a broader continuum of day health services. We have had little response from individuals and families about the information we sent regarding the \$1,000 resource limit for Waiver eligibility; Ivy believes this is mainly because Hanover Arc and similar organizations were able to get the information out ahead of us, providing individuals and families the opportunity to seek help/information earlier. Donna Boyce reported that we have had no official guidance yet around how the 25 new Waivers will be allocated.

Ivy reported that the 50 new housing vouchers we have received will help a great number of people on the waitlist. She, Peter Getts, Lisa Beitz and Donna Boyce generally explained the VHDA housing voucher process and eligibility. Donna Boyce reported that the REACH program continues to explore options around the purchase of a property. Lastly, Hamilton Holloway suggested adding the word "proactive" to item #4 under Workplace Conduct in the Standards of Professional Conduct; Ivy noted the suggestion and stated that we will consider the change the next time the document is revised.

Chairman's Report

Bill Brenzovich reviewed the minutes from the June Executive Committee meeting and added that at the July meeting, the Committee discussed new ad hoc committees and a self-assessment for the Board. He reviewed a handout of the proposed ad hoc committees and a sign-up sheet was passed around to members. A draft of the Board self-assessment was included in this month's meeting packet. The final survey will be online; a link will be sent to members in August or September. The responses will be used to provide guidance around the direction members want to take; the results will be shared with the Board of Supervisors.

Bill reported that he attended the LogistiCare Region 3 Advisory Board meeting in Ivy's place recently; he noted that the percentage of complaints for our region is below average, which is good. Ivy added that the quarterly Transportation Report will be provided next month and we will begin looking at next steps. Bill also reported that he attended a Cross Systems Mapping update meeting at which other localities were present; he was impressed by our progress to date and where we are in the process when compared to other localities.

Tommy Blake reported that a potential candidate has been found to fill the remaining vacancy on this Board; the initial paperwork has been submitted for review by County leadership. Ivy Sager reported that we are working with Human Resources to make the Mental Health First Aid training available to all County employees; these training sessions will be available to members of this Board as well.

Action Item(s)

1. Board Policies – Adoption of Revisions

A motion was made by Jeanie Edwards, seconded by Eric Hendrixson, and carried to adopt the Hanover County CSB Policies.

2. FY15 CIT Assessment Site Funding – Recommendation for acceptance

A motion was made by Jeanie Edwards, seconded by Warren Rice, and carried to recommend to the Board of Supervisors acceptance of the grant and the necessary transfer and appropriation.

Other Business

The next regularly scheduled Board meeting will be held August 18, 2014 at 6:30 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.

BOARD OF SUPERVISORS

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SOUTH ANNA DISTRICT

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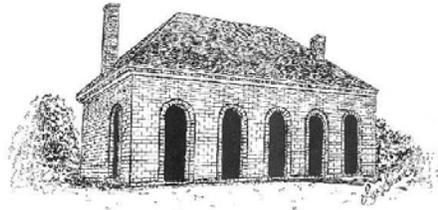
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August 13, 2014

MEMORANDUM

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

FROM: Peter Getts, Controller

SUBJECT: Preliminary Year-End Financial Report

Attached for your review is the CSB preliminary year-end financial report for fiscal year 2014. This report was prepared by the CSB accountant from unaudited records and is for management purposes only. The following analysis and commentary provides highlights of the report.

- Revenue: Overall net revenue for the year exceeded estimates. We did not draw down \$761K in General Funds because of reduced salary and operating expenses and a budget surplus of \$272K in service fee revenue.
- Personnel: Expenditures met projections of 4.5% less than budget, primarily due to attrition and timing to fill vacant positions.
- Operating: The \$235K surplus is the net result of variations in operating line item expenses and lower than budgeted for expenses for professional services, in-patient expenses, pharmacy supports and other operating expenses.

Hanover County Community Services
Statement of Revenues and Expenditures (Unaudited)
For the Year Ended June 30, 2014

	FY2014 Budget	FY2014 Actual	Surplus/ (Deficit)	% Variance
Revenues				
Revenues from use of money and property	-	-	-	
Charges for services	2,921,033	3,193,561	272,528	9.3%
Recovered Costs	150,000	130,837	(19,163)	-12.8%
Miscellaneous	31,000	62,271	31,271	100.9%
Revenues from local sources	<u>3,102,033</u>	<u>3,386,669</u>	<u>284,636</u>	<u>9.2%</u>
Intergovernmental revenue:				
Categorical State Aid	2,267,906	2,267,711	(195)	0.0%
Categorical Federal Aid	462,831	455,525	(7,306)	-1.6%
Total intergovernmental revenue	<u>2,730,737</u>	<u>2,723,236</u>	<u>(7,501)</u>	<u>-0.3%</u>
Other financing sources:				
Operating Transfers In	4,061,902	3,300,095	(761,807)	-18.8%
Total other financing sources	<u>4,061,902</u>	<u>3,300,095</u>	<u>(761,807)</u>	<u>-18.8%</u>
Subtotal - operating revenues	<u>9,894,672</u>	<u>9,410,000</u>	<u>(484,672)</u>	<u>-4.9%</u>
Revenue Reserve	-	-	-	
Prior Year's Balance	173,752	-	(173,752)	
Total Revenues	<u><u>10,068,424</u></u>	<u><u>9,410,000</u></u>	<u><u>(658,424)</u></u>	<u><u>-6.5%</u></u>
Expenditures, Encumbrances, and Reappropriations				
Salaries and Wages	6,609,937	6,304,024	305,913	4.6%
Benefits	1,974,597	1,890,107	84,490	4.3%
Total Personnel	<u>8,584,534</u>	<u>8,194,131</u>	<u>390,403</u>	<u>4.5%</u>
Professional Services	112,890	101,148	11,742	10.4%
Maintenance Service Contracts	85,000	67,510	17,490	20.6%
Purchase of Services	191,099	165,997	25,102	13.1%
Other Telecommunications	57,013	57,310	(297)	-0.5%
Medical and Lab Supplies	218,642	77,199	141,443	64.7%
Gas, Grease and Oil	90,000	90,606	(606)	-0.7%
Lease/Rent of Buildings	46,350	46,350	-	0.0%
Mileage Reimbursement	44,600	49,941	(5,341)	-12.0%
Educational Training	43,341	35,892	7,449	17.2%
Client Assistance	129,750	121,614	8,136	6.3%
Other Operating	408,048	377,632	30,416	7.5%
Total Operating	<u>1,426,733</u>	<u>1,191,199</u>	<u>235,534</u>	<u>16.5%</u>
Capital Outlay	<u>57,157</u>	<u>57,157</u>	<u>-</u>	<u>0.0%</u>
Reserve	<u>-</u>	<u>-</u>	<u>-</u>	
Total Expenditures	<u><u>10,068,424</u></u>	<u><u>9,442,487</u></u>	<u><u>625,937</u></u>	<u><u>6.2%</u></u>
Revenues over (under) expenditures	<u>-</u>	<u><u>(32,487)</u></u>		

Executive Director's Monthly Report

August 18, 2014

A. Executive Director

General Updates

The CARF reaccreditation survey has been scheduled for September 15-17. In light of the fact that the surveyors will be here at the time of our next board meeting, no work session will be scheduled.

The Crisis Assessment Site received a good bit of media attention, including the article in the *Richmond Times-Dispatch* (repeated in the *Mechanicsville Local*), and article, editorial and letter to the editor in the *Hanover Herald-Progress* and a report on NBC Channel 12 news. Staff continue to work with our partners on implementation; Lisa Beitz will provide a brief update during the August meeting.

Lastly, a number of CSB staff, the CSB Board Chair and school counselors representing elementary, middle and high school, attended a regional suicide prevention summit on August 13th. As a result of this work, a regional suicide prevention plan will be developed. This effort was funded by a grant from DBHDS.

Human Resources

There were no hires or resignations in the month of July.

B. Clinical Services

When clients are hospitalized psychiatrically, it is critical to try to establish triggers and modify the treatment plan accordingly. This is particularly important for ICT clients. Communication is readily established between ICT case managers and inpatient social workers, but doctor-to-doctor talks are more difficult to arrange. There are a limited number of RVA area inpatient psychiatrists who are accustomed to the treatment and management of ICT clients. Over the two and a half years that our psychiatrist, Dr. Klinger, has been with the Hanover ICT team, she has reached out to these community and state hospital psychiatrists with the goal of exchanging cell phone numbers. In this way, medication history, adherence vs. non-adherence and recommendations can be fully discussed. Over time, inpatient psychiatrists and NP's have not only responded to her outreach, but have begun to call her directly when ICT and non-ICT clients are admitted, improving both inpatient and continuity of care. In the past month, there has been an increase in this need to communicate directly between doctors and Dr. Klinger has made herself available to hospital psychiatrists so that optimum treatment is provided. This personal connection that Dr. Klinger began to develop 2 years ago with other community/hospital psychiatrists provided the foundation for what has truly proved beneficial this past month with particularly complex client hospitalizations.

C. Community Support Services

Waiver Transition - The two-phase process of studying Virginia's system of supports for individuals with intellectual and developmental disabilities, entitled "My Life, My Community", continues. Initiated in July 2013 with a contractual agreement between DBHDS and Human Service Research Institute (HSRI), the first phase included a process by which HSRI conducted several town-hall styled meetings to engage stakeholders from across the state around current ID/DD system structures, what is and is not working, and ideas for reform. That information was summarized in a project report available on the DBHDS website at: <http://www.dbhds.virginia.gov/documents/VA%20Report%20on%20Waiver%20Analysis%20FINAL%20122013.pdf>. The second phase of the My Life, My Community project is now underway. As reported on the DBHDS website, "this will involve a cost study to review service reimbursement rates and result, most likely, in a revised rate schedule. In addition, DBHDS and DMAS will explore options for developing fair and reliable means resource allocation". DBHDS indicates that a new waiver system will be implemented in January 2016. Board Members can continue to monitor this effort via the DBHDS webpage: <http://www.dbhds.virginia.gov/MLMC.htm>

Program Coordinator position at DHR – Applications have been reviewed and interviews will be held in the next two-three weeks. Applicant pool includes a number of viable candidates.

REACH Respite House – As of June 1st, the house is now at a six (6) bed capacity. For the most part, occupancy has been at or close to 100% since that time. Work continues on being able to locate the program; there is strong sentiment toward acquisition of property in order to build.

Children's Crisis Services – Virginia is in the process of creating a system for children in crisis for the Richmond area. Several community-based forums have already been completed with a few additional ones scheduled. These sessions are designed to solicit feedback from community stakeholders (families, providers, etc). Information garnered from these sessions will help to develop meaningful services to fill current crisis continuum gaps.

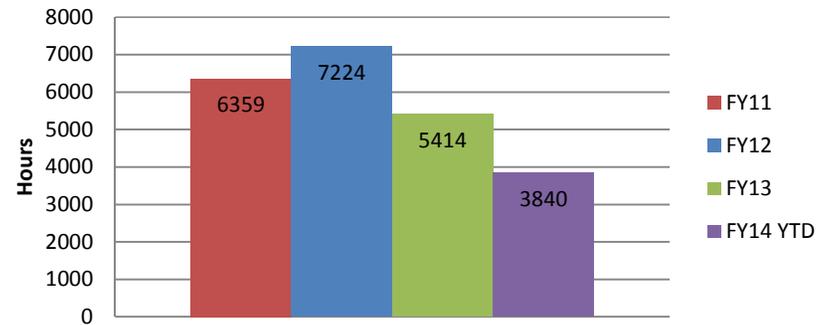
At-a-Glance	Hospitalizations: 23	Number Served: 991	Admissions: 142	Discharges: 104	RAFT: 94%
FY14 YTD Avg/Month	22	999	131	129	63 of 67 /one or more days
FY13 Avg/Month	27	931	88	81	

	FY13 Actual	FY14 Projected	FY14 YTD	% of Projected	
Mental Health Services					
Acute Psychiatric or Inpatient Services	17	25	26	104%	●
Outpatient Services	763	750	766	102%	●
Assertive Community Treatment	68	60	66	110%	●
Case Management Services	659	600	705	118%	●
Rehabilitation	96	90	89	99%	●
Supportive Residential Services	17	20	18	90%	●
Intellectual Disability Services					
Case Management Services	280	260	288	111%	●
Rehabilitation	43	45	47	104%	●
Sheltered Employment	23	25	21	84%	●
Individual Supported Employment	83	100	102	102%	●
Supportive Residential Services	38	25	54	216%	●
Substance Abuse Services					
Inpatient Services	2	10	2	20%	●
Outpatient Services	188	200	253	127%	●
Case Management Services	227	250	285	114%	●
Intensive Residential Services	23	25	32	128%	●
Emergency Services					
Emergency Services	588	525	793	151%	●
Assessment and Evaluation Services	868	750	1032	138%	●

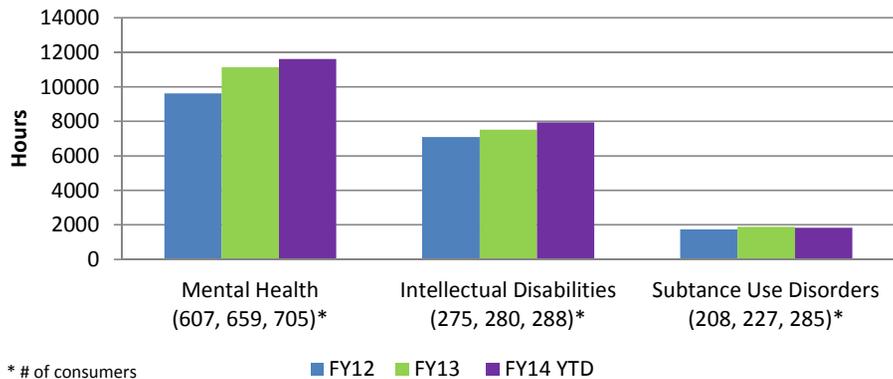
BUDGET Preliminary

Expenses	YTD % BUDGET	BUDGET	AMOUNT YTD
Salaries	91.92%	\$8,584,534	\$7,890,698
Oper. Exp	74.65%	\$1,426,733	\$1,065,079
Capital Outlay	100.00%	\$57,157	\$57,157
TOTAL:		\$10,068,424	\$9,012,934
Revenue			
Local	91.57%	\$4,061,902	\$3,719,494
State + Federal	98.92%	\$2,730,737	\$2,701,213
Other	73.59%	\$1,065,951	\$784,454
Medicaid	104.08%	\$2,209,834	\$2,299,933
TOTAL:		\$10,068,424	\$9,505,094

Emergency Services Units



Case Management Units



Focus Forward Updates:

1. Enhance process for developing agency short-term and long-term goals and related data measures: *ID Case Management data were developed and provided to the board; the Board is beginning to consider committees, one of which will focus on quality services and appropriate data measures.*
2. Continue to address transportation challenges through involvement in regional & state-wide efforts: *FOIA request for complaint data was submitted in advance of the end of the quarter and to aid in the development of the quarterly transportation report. Next meeting of the LogistiCare Advisory Council is in July.*
3. Continue to build knowledge and consider strategies to best position the CSB for the implementation of health care reform: *Attended the Virginia Health Care Conference, which was very informative about both health integration and innovative practices.*

**Hanover County Community Services Board
Transportation Study Committee
Quarterly Report: April 1 – June 30, 2014**

In July 2013, the Hanover CSB approved the following recommendations resulting from the work of the Transportation Study Committee. This quarterly report is provided to the Board as outlined in the recommendations.

Recommendation	Timeframe	Deliverable	Current Activities/Status					
<p>Keep Doing What We Are Doing – The Hanover County CSB Transportation Program remains as is with its already built-in continuous improvement activities.</p>	Ongoing	<p>Quarterly Transportation Report – to include usage, improvements, activities and status of any challenges.</p> <p>Reports provided in October, January, April, and July.</p>	See below for usage data:					
				# of Rides	Daily Avg	% DHR	% RAFT	% Employment
			April	1797	81.68	14.7%	27.1%	58.2%
			May	1716	81.71	12.9%	28.8%	58.3%
			June	1709	81.38	16.4%	29.7%	53.9%
FY14 Avg	1644	79.44	12.8%	29.9%	57.3%			
			As previously reported, usage data is also being requested through DMAS specific to LogistiCare’s service in Hanover. Data for April-June 2014 has been added to the chart below.					
			All Rides	All Complaints	Number of Rides for CSB	Number Complaints - CSB programs	Status/ Outcome	
			July-Sept	13,886	106	388	18	Resolved
			Oct-Dec	14,853	205	410	2	Resolved
			Jan-March	11,507	130	323	0	Resolved
			Apr-June	12,360	58	373	0	Resolved

			<p>The LogistiCare Regional Advisory Board met on April 8, 2014. In addition to updates from both LogistiCare and DMAS, the committee reviewed and discussed complaints, member no shows, and member “be ready” times. During the meeting, the request for a summary of available providers in the Region was made again. In a follow-up email with LogistiCare staff, the following information was provided: “71 ambulatory, 37 wheelchair, 6 van stretcher and 7 stretcher. Please keep in mind some providers offer both ambulatory and wheelchair trips and some providers provide both van stretcher and stretcher service. Number of Volunteer Drivers for the region 48”.</p> <p>DMAS is providing regional trip and complaint data during these meetings. Hanover is part of Region 3. For July through February of the current fiscal year, the average complaint rate – for the region - is less than 1% (.56%). During that timeframe, LogistiCare provided 794,954 trips and received 4,505 complaints.</p>
<p>Statewide Coordinated Effort/VACSB Public Policy Committee – Through the VACSB’s Public Policy Committee, a request will be made seeking a statewide effort to address the systemic challenges present with the current DMAS/ LogistiCare Transportation Program</p>	<p>Request to VACSB Public Policy Committee to be made within 15 days of the CSB Board’s acceptance of this recommendation.</p>	<p>Provide status to the CSB Board at the September 2013 meeting. Thereafter, updates will be provided in the quarterly reports, scheduled as listed above.</p>	<p>No additional update.</p>
<p>Document and Manage Complaints – To more formally track and manage LogistiCare complaints.</p>	<p>Effective July 1st and ongoing thereafter.</p>	<ul style="list-style-type: none"> All complaints made by our clients or made by staff on behalf of our clients will be maintained in a central location. Complaint resolution, or lack thereof, will be documented. 	<p>The Credible activity for complaint documentation remains in place. As reported, this system allows staff to document all complaints regarding client transportation, including both Hanover CSB and LogistiCare.</p> <p>During this quarter, eleven complaints were documented. Information about each complaint is provided below:</p> <ul style="list-style-type: none"> 4/4/14 – Standing order for transportation has pick-up time listed as 7:00am. Individual was not picked up until 9:30am; case manager contacted

		<ul style="list-style-type: none"> • The list of new and unresolved complaints will be provided at each quarterly LogistiCare Advisory Committee meeting. As necessary, DMAS will be asked to follow-up on unresolved complaints. • Complaint information (number and status) will be included in the Quarterly Transportation Report. 	<p>LogistiCare and was told the driver reported problems with the vehicle and would be at the residence by 9:30. Individual was being transported to a CSB program. Provider: Airport Taxi</p> <ul style="list-style-type: none"> • 4/8/14 – Group Home staff reported to case manager that while individual is required to have an attendant with him when riding to and from the day program (non-CSB), one has not been visible and driver reports one will be available the following week. Provider: Transcare • 4/21/14 – Case manager was notified that individual, who has a standing order for pick up at 3:30, was picked up at 4:30pm for transport to afterschool program. While on the phone with LogistiCare staff to file the complaint, the case manager asked about the status of the present day (4/22) and was told that LogistiCare was unable to find a provider; no prior notification was provided. Provider: All Airport Taxi • 4/24/14 – Same individual as 4/21/14 incident; case manager was contacted by school reporting transportation no show. Case manager contacted LogistiCare and was told trip was canceled due to no provider being available; status was not communicated to case manager beforehand. • 4/30/14 – Provider is scheduled to pick up individual at 8:00am but did not arrive until 11:00am; residential provider had already taken him to program (CSB day support). Provider: Airport Taxi • 5/2/14 – Same individual as 4/30/14 incident; individual was picked up at 9am (8am scheduled pick up) for transport to CSB day program; same afternoon, the provider arrived 30 minutes earlier than scheduled for transport home. Provider: Airport Taxi • 5/6/14 – Same individual as 4/30 and 5/2/14 incidents. Case manager reported that provider was late picking up individual for transport to CSB day program; individual did not arrive until 9am.
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			<p>On the same day, the provider arrived at 1:30 to take the individual back home; pick up is scheduled for 3:30pm. Provider: Airport Taxi</p> <ul style="list-style-type: none">• 5/9/14 – Same individual as 3 prior incidents. Individual had not been picked up from CSB day program at 4pm (scheduled time is 3:30); staff called provider, who indicated they would call back with status. Provider never called back. Individual's group home transported at 4:30pm. Provider: Airport Taxi• 6/4/14 – Provider arrived at CSB day program at end of the day. Individuals are instructed to wait at certain spot and staff assists in process to load vans one at a time, instead of having individuals walking between vans, etc. This driver kept saying "come on" to the individual then took him by the wrist to lead him to his van – contrary to the rules established for both van drivers and individuals for safety. Staff intervened and driver waited his turn to load individual for trip home. Provider: All Airport Taxi• 6/5/14 – Same individual as 4/8/14 incident; current complaint again related to attendant not being present. When questioned about it, the driver became upset. Staff contacted LogistiCare who assured that provider would be instructed to be sure the attendant is present. Provider: Transcare• 6/20/14 – Volunteer driver was scheduled to take individual to CSB day program. Provider did not show and was not able to be contacted. Because driver was scheduled to provide service the following week, a request for a new provider was submitted.
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<p>Combine with some or all of County transportation to solve the problem on a bigger scale – Consideration of a county-wide solution to county-wide transportation challenges</p>	<p>As related to the development of the Human Services Strategic Plan (during FY14)</p>	<p>CSB staff will ask that county-wide transportation challenges be considered as part of the Human Services Strategic Plan (to be developed during FY14).</p> <p>Status updates on this on-going effort will be provided in the Quarterly Transportation Report.</p>	<p>The Human Services Strategic Plan was approved by the Board of Supervisors on June 11, 2014. Included in the plan is the following, under the “Accessible Hanover” goal:</p> <p>Objective: Support new and enhanced transportation and delivery systems.</p> <p>Strategies:</p> <ul style="list-style-type: none"> • Develop a local strategy for transportation of residents in conjunction with partner agencies. • Influence service levels of State Medicaid transportation provider. • Analyze current delivery systems to develop mobile approaches to service access (include analysis of GIS mapping, existing programs and locations) • Promote use of technology to streamline and improve access and delivery of services
<p>Continued Quality Improvements – To pursue “continuous improvement” in the transportation program.</p>	<p>Ongoing</p>	<p>Status updates on this on-going effort will be provided in the Quarterly Transportation Report.</p>	<p>No additional, specific improvements are noted at this time.</p>

**CSB Board
Three-Month Planning Calendar**

September	October	November
-Suicide Prevention Week	-Annual Performance Analysis Report	-Board Officers Nominations
-Substance Abuse Recovery Month	-Supported Employment Banquet	-1st Qtr. Finance and G&O Progress Report
-Board Strategic Planning	-County Budget due	-Mental Health Awareness Week
-Board Planning: 9/8/14	-Board Planning: 10/13/14	-County Budget Meeting
-Board Meeting: 9/15/14	-Board Meeting: 10/20/14	-Board Planning: 11/10/14
*CARF Survey will take place Sept. 15 - 17.	-VACSB Fall Public Policy Conference, Oct. 1-3, Roanoke	-Board Meeting: 11/17/14
Work Session: None	Work Session: State of the County and Budget Overview	Work Session: Waiver Training

Upcoming Events & Activities:

- October 1-3: VACSB Public Policy Conference, Roanoke



Hanover County Community Services Board Action Item

Board Meeting Date: August 18, 2014

Subject: Approval of FY15-16 Performance Contract 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 FY15-16 Performance Contract, a document developed by the Virginia Department of Behavioral Health and Developmental Services 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, intellectual disabilities and substance use disorder services. Execution of the Performance Contract 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 public comment for a thirty-day period. HCCSB made the proposed FY15-16 Performance Contract available for public comment on July 14, 2014. There were no public comments received by the end of the comment period, August 14, 2014. If approved by this Board, the FY15-16 Performance Contract will be presented to the Board of Supervisors for its approval at the August 27, 2014 meeting.

Action

Recommended: Recommend to the Board of Supervisors approval of the FY15-16 Performance Contract.