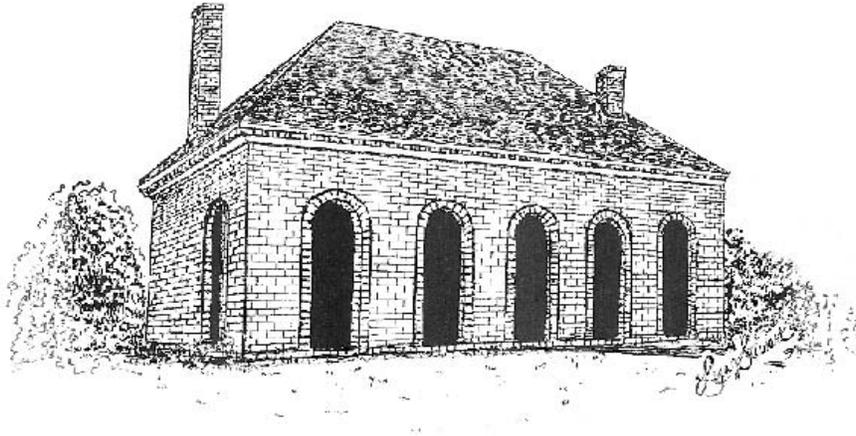


BOARD MEETING PACKET

PREPARED FOR
HANOVER COUNTY COMMUNITY SERVICES BOARD



MEETING DATE	July 15, 2013
MEETING TIME	6:30 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

July 15, 2013 6:30 p.m.
Hanover Community Services Board Conference Room,
12300 Washington Highway, Ashland, VA 23005

5:30 p.m. – Work Session: Hanover Cares

6:30 p.m. – Board Meeting:

1. Welcome and Roll Call
2. Donations
3. Citizens Comments
4. Approval of Minutes – June 17, 2013 Board Meeting
5. Board Liaison Reports
 - a. Hanover Mental Health Association – Jesselle Christenson
 - b. Hanover Community Support Services – Bill Brenzovich
 - c. Hanover Arc – Hamilton Holloway
6. Executive Director’s Report
 - a. Gubernatorial Candidate Forum
 - b. CIT Cross Systems Mapping
 - c. Other Items
7. Chairperson’s Report
 - a. Executive Committee Report
 - b. Transportation Study Committee Report
 - c. Board Member Activity
 - d. Other Items
8. Adjourn

Next Regularly Scheduled Meeting: September 16, 2013, 6:30 p.m.
Hanover Community Services Board Conference Room
12300 Washington Highway, Ashland, VA 23005

BOARD OF SUPERVISORS

W. CANOVA PETERSON, CHAIRMAN
MECHANICSVILLE DISTRICT

SEAN M. DAVIS, VICE-CHAIRMAN
HENRY DISTRICT

WAYNE T. HAZZARD
SOUTH ANNA DISTRICT

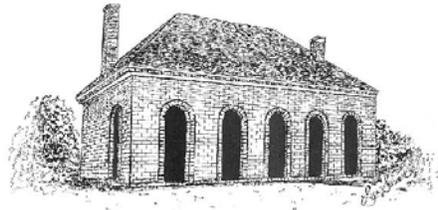
ANGELA KELLY-WIECEK
CHICKAHOMINY DISTRICT

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

WWW.CO.HANOVER.VA.US

DRAFT OF MINUTES

June 17, 2013

Members Present	Members Absent	Others
Eric Hendrixson	Jesselle Christenson	Ivy Sager
Herb Sening		Lisa Seward
Jeanie Edwards		Peter Getts
Sharon Bunger		Lisa Beitz
Laurie Mathews		Jim Taylor
Theresa Dixon		Donna Boyce
Anna Rice-Wright		Joelle Inge-Messerschmidt
William Brenzovich		Rhu Harris
Hamilton Holloway		Scott Ward
Sean Davis		John Shinholser
		Will Inge
		David Corbin
		Cristy Smith
		Stacy Johnson-Moore

WORK SESSION

Kelley Brown, David Vermeer, Frank Dressler, and Tom White presented information and led exercises about Hanover County’s Crisis Intervention Team (CIT).

BOARD MEETING

The meeting was called to order by Sharon Bunger, Chairperson, at 6:45 p.m. at the Hanover Community Services Board conference room, 12300 Washington Highway, Ashland VA 23005.

Welcome and Roll Call

Sharon Bunger, Chairperson, welcomed everyone to the Board meeting. The following members were present at roll call: Eric Hendrixson, Herb Sening, Jeanie Edwards, Sharon Bunger, Laurie Mathews, Theresa Dixon, Anna Rice-Wright, William Brenzovich, Hamilton Holloway and Sean Davis

Donations

Ivy Sager reported accepting the following donations for the 2013 Employment Services Block Party:

- Jersey Mike's – giant 6' sub sandwich
- Perkin's Restaurant – cookies for 200
- Mary & Rick Britton, Pam Gontkovic, Helen Robertson and Meg Hopkins - volunteers

Upon motion by Terry Dixon and second by Laurie Mathews, a \$250 gift card from WalMart for the Employment Services Block Party was accepted.

Citizen Comments

John Shinholser, founder and President of McShin Foundation, addressed the Board. Established in 2004, the McShin Foundation is a recover community center in Lakeside, currently with a 45 bed capacity. Mr. Shinholser stated their core service area is the Richmond metropolitan area but they get people from all over the country because of their national reputation. They also advocate at the state and national level. Mr. Shinholser stated that "we've also started jail programs that are scientifically proven to be the best recidivism reducing programs in the state of Virginia". Mr. Shinholser stated that he recently emailed members of this Board an invitation to learn more about the Foundation's recover support services. He stated that he came here tonight to introduce himself and to offer to educate this Board more about "some new systems changes". He invited members to watch a 90-minute documentary about recovery that features the McShin Foundation for 10 minutes. He asked that anyone who would like more information, or who knows of someone who needs help with addiction, please contact him. He promised to be in touch and present at meetings more often; he then thanked the Board for their good work and for their time tonight.

Cristy Smith then addressed the Board. She stated she has a 17 year old daughter who is currently in her second residential facility and going to be discharged to a group home later this week. She stated her daughter has had "mental health issues" since about 12 years old. She introduced her significant other, David Corbin. She stated she is here tonight because "I need more resources. I need more feelers out there." She stated she came to this meeting to learn and get more information about what the CSB can offer. She noted that Ivy Sager has provided her contact information.

Approval of Minutes

The minutes of the May 20, 2013 meeting were deemed approved as submitted.

Board Liaison Reports

1. Hanover Mental Health Association – No report.
2. Hanover Community Support Services – Bill Brenzovich reported that HCSS is doing the final tabulations from A Taste of Hanover and is very pleased with the result. HCSS is looking for other fundraising opportunities and is reapplying for a grant to sponsor an apartment for a full year. Ivy Sager has been invited to their next meeting to discuss the needs around apartments.
3. Hanover Arc – Hamilton Holloway reported that Hanover Arc raised a total of \$24K for A Taste of Hanover, which was fantastic. The Raby Outstanding Teacher Award was presented to a teacher in Special Education from South Anna Elementary as well as a teacher aide from Cold Harbor Elementary. The state convention will be held August 8 – 10 at the Short Pump Hilton.

Hanover: People, Tradition and Spirit

More information is available on the Hanover Arc and Arc of Virginia websites and Facebook pages.

Hamilton noted that one issue Arc has been dealing with is the issue of restraints. He explained that it is regulation about restraints in schools for children who may have intellectual or mental disabilities; the issue is particularly with private and home school settings. The regulation is to NOT have restraints unless it is a significant case that has been documented and has, essentially, a medical necessity and this regulation is “sunset” to end this year. The Arc, along with a number of other organizations, have been petitioning the legislature to not have the regulation end, particularly focusing on private and home school settings.

Mr. Davis stated he was told that the revised language would be consistent with the Board of Education’s “Guidelines for Development of Policies and Procedures for Managing Student Behaviors and Emergency Situations in Virginia Public Schools”, which was developed in collaboration with the Special Education Advisory Committee. He asked Mr. Holloway to confirm that the regulation will be developed in accordance with these guidelines and then applied to private and home-school settings. Mr. Holloway responded that as he understands it, the issue with restraints is not an issue within the public school system because most schools already have the regulations in place themselves; the issue is with the home-school setting or potentially a private school setting that wouldn’t be covered under, or necessarily follow, that regulation. He agreed that the guidelines set forth in the above guidelines are acceptable; we simply want them applied to home and private school settings.

Mr. Holloway also reported that there’s an article in today’s paper on the managed care issue in which the Arc of Virginia is mentioned. He stated he has met with Delegate O’Bannon within the last couple of weeks to talk about how the issue of Medicaid and managed care will affect citizens represented by Arc.

Executive Director's Report

Ivy Sager introduced Donna Boyce, the CSB’s new ID Services Director and Scott Ward, Program Coordinator for Crisis Services. She reviewed a slide presentation highlighting FY13 accomplishments, noting that this presentation is a high-level accounting; it does not take into account the day-to-day hard work of staff.

Ivy reported that she, Wanda Martin, Michele Elliott and Donna Boyce met with staff from Community Residences regarding the possibility of them building an ICF (Intermediate Care Facility) in Hanover. Discussion centered on how to best support the needs in our community. She reported that there is not an ICF being built right now, nor is there a contract for any land, etc. Hamilton Holloway noted that he and/or another representative from Hanover Arc are happy to talk with Community Residences about any/all ideas other than an ICF.

Chairman's Report

Sharon Bunger reported that the minutes of the March 13th Executive Committee meeting is included in the Board meeting packet. She noted that one of the issues discussed in the Executive Committee meeting was visiting other CSBs, to see how their meetings work, etc. She, Laurie Mathews, and Eric Hendrixson are interested in attending Henrico County’s CSB meeting later this week.

Sharon noted that this Board will not meet in August. The next regularly scheduled Board meeting will be held July 15, 2013 at 6:30 p.m. in the Hanover Community Services Board conference room, 12300 Washington Highway, Ashland, VA 23005.

Herb Sening reported that the Transportation Study Committee will hold one last meeting to finalize their draft recommendations to be presented to this Board during the July meeting.

Sharon reported that she and Sean Davis attended the Staff Appreciation luncheon on June 13th; Terry Dixon attended the Employment Services Block Party; and the Boy Scouts are working on improving the gazebo area at Supported Employment. Hamilton Holloway noted that it was great that we had 12 Waivers to allocate this time and it was due to a tremendous amount of advocacy. Herb Sening and Eric Hendrixson participated on the recent panel and will provide feedback about the allocation process to Donna Boyce. Sharon added that Michele Elliott will provide orientation for the Panel to Jeanie Edwards. Once the allocation process is reviewed, this Board will address (who from this Board) will participate.

Sharon reported that we hope to have an appointment from the Chickahominy district very soon. Ivy added that we will hold the tours for new members and others after the new member is appointed.

Terry Dixon reported that the Flying Squirrels game on Thursday night is to benefit Hanover Arc.

Sharon Bunger shared a thank-you card from Pat Thacker, this year's Jean C. Harris Award for Excellence recipient.

Action Item(s)

Upon motion by Eric Hendrixson and second by Bill Brenzovich, the proposed revised fee schedule, including the fee adjustments effective July 1, 2013, and the current sliding fee scale (unchanged) were approved.

Other Business

A motion was made by Sharon Bunger, seconded by Herb Sening and carried to go into closed session pursuant to Virginia Code §2.2-3711(A)(1) for discussion of personnel: annual performance evaluation of the Executive Director.

A motion was made by Sharon Bunger, seconded by Bill Brenzovich and carried to certify the closed session.

There being no other business, the meeting was adjourned.

Executive Director's Monthly Report

July 15, 2013

A. Executive Director

General Updates

CIT is planning for the Cross Systems Mapping scheduled for August; this is an important next step in the development of CIT in the county. As well, staff continue to respond to the partnership request from Pamunkey Regional Jail to provide clinical staff for a therapeutic community within the jail. Through this program, as proposed, eligible inmates are able to address their substance abuse issues and work on recovery in a secure environment with transition to community-based services post incarceration. Lastly, staff have been involved in wrapping up activities for FY13 and preparing for the beginning of FY14.

Human Resources

During June, we had two new hires, the Director of Intellectual Disabilities Services and an ID Case Manager. There were no resignations. Annual evaluations have been completed.

B. Business Operations

We completed the updates to the FY13/FY14 Performance Contract with the state and provided the FY14 budget information. Because the state revised the contract last year to cover a two-year period, no action is necessary by this body or the Board of Supervisors this year.

C. Clinical Services

At the request of the Hanover Sheriff's Office, the staff and coordinator of the adult substance abuse continuum met with the investigation unit of the Sheriff's Office. Information was shared regarding current substance abuse trends in Hanover, the CSB service continuum, the interagency partnership, and how to most effectively work together. Plans were made to continue the conversation as we move forward.

D. Community Support Services

Employment Services

New enclave possibilities continue to be explored in Supported Employment and the Goddard School will now be recycling paper and cardboard through Hanover Industries. The 20th annual Blue and White Gala will be held October 24th at Fairfield Presbyterian Church – invitations will be coming soon! The Employment Services team attended “Credible 101” training as well as other annual and/or necessary training. Staff continue to support state-wide initiatives, including representing APSE (Association of People Supporting EmploymentFirst) to present information for the Students for APSE Program, attending the quarterly SELN (State Employment Leadership Network) meeting where they continued discussing the impact of the DOJ settlement on the Employment First initiative in Virginia, and serving on the steering committee for the annual Collaborations Conference that will be held in October.

Mission Statement

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.

Case Management

The agency received 11 new ID Waiver Slots from the state and had one recently vacated slot due to an individual's death. The agency's Waiver Allocation Panel met review 24 individuals and to allocate the 12 waiver slots. The 12 individuals who received a slot ranged from children with severe behavioral challenges to young adults who are living in very dire situations and close to homelessness to older adults with medical issues that require more support than they are able to receive through community sources. The Panel was grateful that Delegate Chris Peace participated. He heard about the serious issues each of the 24 individuals are dealing with and understood the gravity of the panel's decisions to only be able to grant 12 slots. He also heard some of the struggles the panel members had and he took the initiative to contact DBHDS to discuss the state's panel presentation format.

The ID Case Management Team welcomed Jesse Bea. Jesse is a new ID Case Manager and comes to us with experience working as an ID Case Manager, and Social Worker at SVTC. Jesse will be building his caseload by taking on the non-active/non-billable clients and will eventually have a caseload of 80+ individuals that he will see at least yearly. The remaining case managers will have a caseload of active individuals, many of whom will have monthly visits based on new regulations from the DOJ settlement.

Staff continue to participate in discussions with the Regional ID Directors regarding needed enhancements the region's START program. In addition, staff met with state representatives at Southside Va. Training Center to discuss the challenges of the 5 individuals still living there and next steps in community transitioning.

Day Support

The DHR program served 23 individuals during the month of June; two individuals were closed due to medical and behavioral issues. The program continues to support two Meals on Wheels sites as a volunteer activity and provide individualized programming to promote meaningful activities for the individuals who we serve. Such activities included a visit the Fairfield Library for an Adult Literacy Focus Group and a visit to Willow Oaks to walk around the flower garden and pond. As well, participants continue to enjoy pet therapy and celebrating birthdays.

Hanover County Community Services Board Transportation Study Committee Final Report & Recommendations

Committee Composition and Meeting Schedule

The committee was comprised by Herb Sening, Chair; Terry Dixon, Anna Wright-Rice and Sean Davis. Staff provided support to the committee and attended all meetings. The committee met on the following dates: 2/20/13, 3/20/13, 4/4/13, 4/17/13, 5/15/13, 5/29/13, and 7/8/13.

Scope and Objective

The scope of this committee is transportation of CSB clients for CSB supported services. The committee will review our current transportation program, assess what we are doing effectively and what our challenges are and make recommendations for next steps. The project timeframe by which to complete the assessment and provide recommendations is the end of May.

Review

As part of the review of our current transportation program, the committee undertook several activities to get a full appreciation of the transportation program. This understanding will provide the basis for our assessment and future recommendations. The bullet points below are high-level, general descriptions of the activities pursued by the committee.

- Overview of Hanover County CSB Transportation Program – Ivy Sager and team provided an overview of the transportation program including costs, performance, capabilities, challenges, etc.
- Hanover County CSB Transportation Program and Medicaid Transportation Program Client Interviews – Interviews with current clients were conducted. This provided first-hand experience and insight into the transportation program.
- Medicaid Transportation Program Overview, DMAS and LogistiCare Interviews – DMAS and LogistiCare provided an overview of the program, current performance, challenges and some future looking initiatives.
- Hanover County CSB Transportation Program and History Review – Ivy Sager and team provided some additional history and perspective on the program and a deeper dive into program alternatives, funding issues, other ways transportation has been provided, etc.
- Program review of other neighboring and similar sized CSB Transportation Programs – Ivy Sager and team performed a review of the following CSB Transportation Programs: Hanover, Chesapeake, Chesterfield, Goochland/Powhatan, Henrico and Loudoun. The information provided comparison data for our analysis.

- Transportation Expert/VanGo Interview – Conducted interview with Sid del Cardayre – Sid was considered a knowledgeable expert in transportation and had also provided transportation services to Hanover County in the past. Sid gave us great insight into the DMAS/LogistiCare arrangement and the perspective of the transportation provider.

Assessment

After a fairly extensive review of the Hanover County CSB Transportation Program, the Transportation Study Committee provided the following high level assessment summaries. These assessment summaries are intended to focus the assessment on the major items that bubbled to the top of our assessment.

- ***Hanover County CSB Transportation is in a similar “transportation” position as other CSBs*** – The issues Hanover County CSB faces in transportation are very similar to other CSBs. The methods for providing transportation and solving the inherent transportation issues are common among all CSBs. This gives the Transportation Study Committee some comfort that the Hanover County CSB Transportation Program is in good company and there is no single best solution to fix these issues.
- ***Medicaid Transportation provided by DMAS through LogistiCare is very challenging and not easily solvable by any single program or group*** – Most CSBs have complaints about the DMAS/Medicaid Transportation Program. These complaints revolve around the services as well as the vendor relationship itself. The Transportation Study Committee experienced some of these vendor relationship issues, first hand. Additionally, input from transportation providers is that improvements in DMAS/LogistiCare will take a coordinated effort between all stakeholders in the program.
- ***Transportation is an extension of Hanover County CSB programs*** – While transportation is sometimes viewed as an entity by itself or as a single service provided by the Hanover County CSB, in reality, transportation is a vital component and an extension of our CSB programs. So while a study of transportation is valid, it needs to be viewed as an extension of the programs and consideration of transportation is not easily separated from the programs.
- ***Hanover County CSB Transportation Program is a solid program but at capacity*** – In comparison to other transportation programs and through our client interviews, the Hanover County CSB Transportation Program rates very high. In cost comparisons, while further analysis would be required to be sure, the Hanover County Transportation Program is in the cost ball park of other programs including external vendors. The Transportation Program is at capacity but is matching the capacity of the programs.

Consideration of Possible Recommendations

The assessment of the Transportation Program, and all data collected in the review of the program, led the Transportation Study Committee to consider possible recommendations at two levels: Macro and Micro. The Macro Recommendations are large, all-encompassing, and could require a major change in the transportation program. The Micro Recommendations are more minor changes to the current course

of operation and could be considered more tweaks to the program. Below, the Transportation Study Committee delineates all of the Macro and Micro Recommendations that were considered. The final recommendations of the Transportation Study Committee are provided at the end of this section.

Macro Recommendations Considered

The Macro Recommendations considered by the committee all represent potentially major deviations from the current Transportation Program. The recommendations, with the exception of “Keep Doing What We Are Doing”, would require further analysis and study to determine the impact, costs and requirements for implementation. Each recommendation is described briefly below for a general understanding of the recommendation.

- ***Keep Doing What We Are Doing*** – In this recommendation the Hanover County CSB Transportation Program would remain as is with its already built-in continuous improvement activities. The current Transportation Program is solid and is in balance with current funding from the County and the Medicaid Transportation Program (DMAS/LogistiCare). It provides good integration with CSB programs. This is a “status quo” option.
- ***Do Less with Medicaid (Separate Medicaid and Non-Medicaid)*** – In this recommendation, clients with Medicaid would be separately transported by DMAS/LogistiCare instead of some Medicaid clients riding Hanover CSB Transportation. Today, Hanover County CSB transports Medicaid funded clients (approx. 35% of all riders) to support the client and/or to address past issues with LogistiCare vendors. Because of the LogistiCare rate structure, each trip costs more than the reimbursement received for it. This option would return the program to its original intent of only providing transportation to those without Medicaid. However, it would result in increased complaints by Hanover CSB clients and staff and reduce the individual’s access to programs. This option may save some money, but likely results in worse service for those individuals and a loss of programmatic revenue.
- ***Take On All Transportation*** – In this recommendation, Hanover County CSB would take on the transportation of all CSB clients for CSB programs. This recommendation would require an increase in transportation capacity (vans and drivers). On an operating basis, the program could cost as much as \$150,000 to \$200,000 more per year. This recommendation would eliminate any issues currently experienced with the DMAS/LogistiCare transportation program but would require the realignment of funding given the County’s financial constraints. Better service, more money option.
- ***Outsource All Transportation*** – In this recommendation, Hanover County CSB would essentially get out of the transportation business and would outsource that service to a private provider. While a full analysis would be required, we can assume that a transportation provider would be able to provide the service at or slightly below current cost but would also create more vendor issues and would be more tenuous from a stability perspective. This option also provides less flexibility as it relates

to our programs and program changes. Maybe less money, more issues option.

Micro Recommendations Considered

The Micro Recommendations considered by the Committee all represent recommendations that can be implemented under the “Keep Doing What We Are Doing” Macro Recommendation. The recommendations help our current program while also improving our vendor relationships with our Medicaid transportation providers (DMAS/LogistiCare). The Micro Recommendations are organized into three major areas to represent the major levers that can be impacted to influence improvements in the program: DMAS/Logisticare External Focus – Represents recommendations that apply pressure externally from the Hanover County CSB; DMAS/LogistiCare Internal Focus – Represents recommendations that apply pressure internally through the Hanover CSB directly to the DMAS/LogistiCare vendor relationship; and Hanover CSB Transportation Program Continuous Improvement. These are recommendations that can be implemented for the current program.

DMAS/LogistiCare – Externally Focused Recommendations

- **JLARC Study** – This recommendation, while titled JLARC Study, is geared toward having some external study or audit performed on the DMAS/LogistiCare Transportation Program in hopes of creating improvement in service. There is a belief that the current program is not configured to result in a high level of service for our clients. The recommendation from the Transportation Study Committee would be for the Hanover County CSB or Hanover County Administration to influence such a study. The path to this recommendation does not seem clear from the Transportation Study Committee’s perspective and thus seems like a very long reach.
- **County Legislative Agenda** – This recommendation requests that some action be taken through legislation, proposed by the Hanover County Legislative Agenda, which would hold the DMAS/LogistiCare Transportation Program accountable for service improvements. The Hanover County Board of Supervisors annually puts together a Legislative Agenda which describes the legislative suggestions from a county perspective. The effectiveness of including a DMAS/Logisticare Transportation item in the County’s legislative agenda does not seem very high.
- **Statewide Coordinated Effort/VACSB Pubic Policy Committee** – This recommendation requests that a statewide effort be initiated that could coordinate all political and interest group entities to impact change in the DMAS/LogistiCare Transportation Program. This recommendation asks for influencing assistance from County Board of Supervisors, State Legislators, VACSB, Arc and other appropriate groups. This recommendation is based on the belief that no single entity will be able to influence the DMAS/LogistiCare Transportation Program and that it will

take some larger, coordinated effort to influence a positive improvement in these services.

DMAS/LogistiCare – Internally Focused Recommendations

- **Clarification of Expectations** – This recommendation requests that DMAS/LogistiCare Transportation clients develop a better understanding of the expectations of transportation based on the terms of the transportation contract. Based on the very low complaint rate reported to DMAS/LogistiCare, it is believed that clients do not fully understand the service expectations. If clients understood the service expectations, more complaints would be logged and more pressure would be put onto DMAS/LogistiCare to improve service. This was not deemed to be a very successful approach.
- **Document, Coordinate, Manage and Publish Complaints** – This recommendation is intended to more formally manage, track and, more importantly, publicize the complaints our clients make with DMAS/LogistiCare. A generalized observation of the state of complaints is that they seem to be very few compared to service challenges experienced and that complaints rarely seem to go anywhere or have any lasting impact on service improvement. This recommendation can be described in three parts:
 - **Document, Track and Manage all Complaints** – Formally document, track and manage all complaints made by our clients or made by staff on behalf of our clients and follow up until resolved.
 - **Forward Complaint Tracking to New DMAS/LogistiCare Advisory Committee** – Provide complaint tracking documentation to the Advisory Committee to be used in their discussions related to DMAS/LogistiCare issues and complaints.
 - **Publish Complaint Tracking in CSB Board Minutes or Website** – Publish Complaint Tracking on the Hanover CSB website or in meeting minutes. This will provide subtle public awareness of the transportation issues we experience.

Hanover CSB Transportation Program Continuous Improvement

- **Route Efficiency and Effectiveness Analysis (Cost and Performance)** – This recommendation requires Hanover CSB to take a closer and more detailed look at the efficiency and effectiveness of its transportation routes. Transportation providers tend to use sophisticated software to help in their route planning; CSB does not currently use or have access to such software. There may be some slight benefits to be gained from this recommendation.
- **Use of Volunteers** – This recommendation builds off of the Bedford Rides volunteer driver program and would require finding a volunteer group that wants to take on a transportation component. This is a hard

recommendation to implement because it is hard to depend on volunteers.

- **Combine with some or all of County transportation to solve the problem on a bigger scale** – This recommendation requests that the Hanover CSB take a step back and look at County-wide transportation to see if there are opportunities or advantages of tackling the transportation issues on a larger scale.
- **Continued Quality Improvements (Already a part of the program)** – This recommendation requests that the Hanover CSB continue to pursue “continuous improvement” in its transportation program. Activities that are already underway include: dedicated Raft transportation, continuously looking at routes when changes in riders occur, using more relief drivers, training drivers above and beyond the Medicaid standards to interact better with our clients, etc.

Final Recommendations and Next Steps

The following are presented as final recommendations for consideration by the CSB Board. For each, Hanover CSB Staff have provided preliminary action steps with timeframes and deliverables. With the Hanover CSB Board’s concurrence, these recommendations will be implemented and quarterly status reports will be provided.

Recommendation	Timeframe	Deliverable
<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>	<p>Ongoing</p>	<p>Quarterly Transportation Report – to include usage, improvements activities and status of any challenges. Reports provided in October, January, April, and July.</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>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. • 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>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). Status updates on this ongoing effort will be provided in the Quarterly Transportation Report.</p>
<p>Continued Quality Improvements – To pursue “continuous improvement” in the transportation program.</p>	<p>Ongoing</p>	<p>Status updates on this ongoing effort will be provided in the Quarterly Transportation Report.</p>

**CSB Board
Three-Month Planning Calendar**

August	September	October
<p>-4th Qtr/ End of Year Financial Report</p> <p>-State Performance Contract (Bi-annual)</p> <p style="text-align: center;">NO BOARD MEETING</p> <p style="text-align: center;">Please consider attending one or more of the events listed below.</p>	<p>-4th Qtr/ End of Year Financial Report</p> <p>-County Budget Overview</p> <p>-Board Planning: 9/9/13</p> <p>-Board Meeting: 9/16/13</p> <p>-Board 2x2</p> <p>Work Session: Overview of Hanover CSB Substance Use Disorder Services for Adults</p>	<p>-Annual Performance Analysis Report</p> <p>-Supported Employment Gala: 10/24/13</p> <p>-County Budget due</p> <p>-Board Planning: 10/14/13</p> <p>-Board Meeting: 10/21/13</p> <p>-VACSB Fall Public Policy Conference, Oct. 2-4, Roanoke</p> <p>Work Session: TBD</p>

Upcoming Events & Activities:

- **August 5:** Gubernatorial Candidate Forum (VACSB co-sponsor), Oates Theater at Collegiate School, 6:30 – 8:30 pm
- **August 8-10:** Arc of Virginia’s 2013 State Convention, Hilton Richmond Hotel, Short Pump
- **August 13 (8:30-4:30) and August 14 (8:30-12:30):** CIT Cross Systems Mapping, Andrews Hall on the Campus of Randolph Macon College
- **October 24:** Supported Employment Gala, Fairfield Presbyterian Church

Save the Date!

**Gubernatorial Candidate Forum on Mental Health
Featuring
Ken Cuccinelli and Terry McAuliffe**

Moderated by May-Lily Lee, Host of "Virginia Conversations" on Virginia Public Radio

**When: Monday, August 5, 2013, 6:30 – 8:30 pm
Location: The Oates Theater at Collegiate School
Richmond, Virginia
More information to come!**

Sponsoring Organizations

American Academy of Pediatrics – Virginia Chapter
American Academy of Child & Adolescent Psychiatry - Virginia Chapter
Brain Injury Association of America
Campaign for Children's Mental Health
CHIP of Virginia & Parents as Teachers State Office
DisAbility Law Center of Virginia
Legislative Coalition of Virginia Nurses
Mental Health America of Virginia
National Alliance on Mental Illness of Virginia
National Association of Social Workers – Virginia Chapter
Psychiatric Society of Virginia
Substance Abuse and Addiction Recovery Alliance
Virginia Association of Community Services Boards
Virginia Association of Infant Mental Health
Virginia Association of School Nurses
Virginia Coalition to End Homelessness
Virginia College of Emergency Physicians
Virginia Counselors Association
Virginia Network of Private Providers
Virginia Organization of Consumers Asserting Leadership
Voices for Virginia's Children
Virginia Sheriff's Institute
Virginia Association of Area Associations on Aging
Virginia Association of Chiefs of Police
Virginia Association of Campus Law Enforcement Administrators
Virginia Coalition of Private Provider Associations



Save the Date!

Cross-Systems Mapping & Taking Action for Change

Sponsored by:

Virginia Department of Criminal Justice Services and
Virginia Department of Behavioral Health and Developmental Services

Hosted by:

Hanover Crisis Intervention Team (CIT)

Date: Tuesday, August 13th and Wednesday, August 14th, 2013

Times: 8:30 – 4:30 (Tuesday) and 8:30 – 12:30 (Wednesday)

Location: Andrews Hall on the Campus of Randolph Macon College

This unique workshop focuses on people with mental illness and co-occurring disorders involved with the criminal justice system and it is tailored to our community. It aims to:

Further delivery of appropriate services

Assist communities in identifying gaps in service, and to

Optimize use of local resources

Don't miss the opportunity to participate in creating an action plan for our community!

Look for the announcement and registration forms soon.

This program was developed by:  Policy Research Associates