

RAPPAHANNOCK AREA COMMUNITY SERVICES BOARD  
**PROGRAM PLANNING & EVALUATION COMMITTEE**

Tuesday, September 12, 2017, 10:30 a.m.

Ronald W. Branscome Building

Board Room 208, 600 Jackson Street, Fredericksburg, VA

**PRESENT**

**ABSENT**

Al Collins  
Debbie Draper  
Kheia Hilton  
Karen Kallay  
Ken Lapin  
Tina Sears  
Ellen Sears  
Jack Rowley  
Greg Sokolowski  
Lawrence Davies

**OTHERS PRESENT**

Jane Yaun, *Executive Director*  
Rhonda Pellicano, *Finance and Administration Director*  
Joe Wickens, *Community Support Services Director*  
Sharon Killian, *Clinical Services Coordinator*  
Andrea Merwin, *Administrative Associate*  
Suzanne Poe, *Information Technology Coordinator*  
Jacque Kobuchi, *Emergency Services Coordinator*  
Kari Norris, *Crisis Intervention Team Program Manager*  
Amy Jindra, *Psychosocial Day Support Coordinator*  
Patricia Newman, *Mental Health Case Management Supervisor*  
Amy Umble, *Public Information Officer*  
Donna Andrus, *Child and Adolescent Support Services Supervisor*  
Elizabeth Wells, *Mental Health Adult Intensive Case Manager*  
Jennifer Acors, *Support Services Supervisor*  
Nicole Baucum, *Administrative Office Associate*  
Brandie Williams, *Director of Operations*

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**ISSUE:**

**EXTRAORDINARY BARRIERS LIST**

**DISCUSSION:**

Elizabeth Wells presented to the Committee the Extraordinary Barriers List (EBL) at State Psychiatric Hospitals. Individuals ready for discharge from state psychiatric hospitals are placed on the EBL when placement in the community is not possible due to barriers caused by waiting lists, resource deficits, or pending court dates.

Mrs. Wells reviewed the disposition of four (4) individuals on the EBL at Western State Hospital from our area as of September 5, 2017.

**ATTACHMENT I**

**ACTION TAKEN:** No action necessary. Mrs. Newman and Mrs. Wells departed the meeting.

**ISSUE: EMERGENCY SERVICES AND TDO EXCEPTION REPORT**

**DISCUSSION:** Jacque Kobuchi presented to the Committee the Emergency Services and TDO Exception Report. She reported that RACSB Emergency Services staff completed 408 emergency evaluations and assisted with 97 Emergency Custody Orders and 105 Temporary Detention Orders during August 2017. In seven (7) cases the primary state psychiatric hospital was used as the facility of last resort when a community facility was not found at the end of an 8-hour ECO period.

**ATTACHMENT II**

**ACTION TAKEN:** No action necessary. Mrs. Kobuchi departed the meeting.

**ISSUE: CIT ASSESSMENT CENTER REPORT**

**DISCUSSION:** Kari Norris presented to the Committee the Crisis Intervention Team Assessment Center Report for July 2017. She said the CIT Assessment Center assessed 36 individuals in the month of July 2017. The number of persons served by locality were the following: Fredericksburg 10; Caroline 6; King George 2; Spotsylvania 7; and Stafford 11.

Ms. Norris also reported that the RACIT program held its third quarterly 40-hour CIT training from July 10 through July 14, 2017. The localities and disciplines included: Spotsylvania County, Stafford County, Caroline County, Virginia State Police, Rappahannock Regional Jail, MW AA police, Quantico, and Fort Belvoir Police. The total number of individuals trained was 21.

Additionally, Ms. Norris gave an update of the CIT Assessment Center for August 2017. She reported that the CIT Assessment Center Assessed 34 individuals in the month of August 2017. The number of persons served by locality were the following: Fredericksburg 7; Caroline 5; King George 1; Spotsylvania 7; and Stafford 14.

Ms. Norris told the Committee that the RACIT program held its third quarterly 8-hour CIT training for Dispatchers on August 8, 2017. The localities and disciplines included: Fredericksburg City, Lancaster and Orange counties. There were five dispatchers trained.

**ATTACHMENT III**

**ACTION TAKEN:** No action necessary. Ms. Norris departed the meeting.

**ISSUE: INDEPENDENT ASSESSMENT CERTIFICATION AND COORDINATION TEAM (IACCT)**

**DISCUSSION:** Donna Andrus reported to the Committee that RACSB began serving as the Independent Assessment Certification and Coordination Team’s provider for the Community Policy and Management Teams of all five (5) localities. IACCT was mandated by the Department of Medical Assistance Services to ensure a comprehensive assessment occurs so that only the children and adolescents most in need are placed into a residential facility or group home.

She reported that RACSB received four (4) IAACCT referrals during July 2017 and 14 during August 2017. Mrs. Andrus reported that each referral takes about eight (8) to ten (10) hours of staff time. Sharon Killian said that that estimate does not include the additional time Mrs. Andrus spends supporting each assessment.

**ATTACHMENT IV**

**ACTION TAKEN:** No action necessary. Mrs. Andrus departed the meeting.

**ISSUE: TRAUMA INFORMED CARE TRAINING**

**DISCUSSION:** Amy Jindra provided the Committee with an update on Trauma Informed Care Training. She said that in July 2016, RACSB, in conjunction with Mary Washington Healthcare, hosted a SAMHSA sponsored program for facilitator training for Trauma Informed Care. RACSB developed a curriculum tailored to the agency. To date approximately 100 staff have signed up for one of four training dates offered through the end of the year. Additional trainings will be offered in the future.

**ATTACHMENT V**

**ACTION TAKEN:** No action necessary.

**ISSUE: INFORMATION TECHNOLOGY/ELECTRONIC HEALTH RECORD UPDATE**

**DISCUSSION:** Suzanne Poe provided the Committee with an update on Information Technology and Electronic Health Record activities since the last meeting. She reported the following: RACSB is implementing a contract to help with Merit-Based Incentive Payment System; the new emergency services prescreening has been added to the Avatar electronic health record;

Community Consumer Submission for July was transmitted to the state; the agency continues to learn about the SPQM reporting system; the agency's new website launched September 1; the agency is increasing use of the Polycom system for video conferencing; and a new virtual server has been created for the Great Plains financial software.

**ATTACHMENT VI**

**ACTION TAKEN:** No action necessary. Mrs. Poe departed the meeting.

**ISSUE: DEVELOPMENTAL DISABILITY CASE MANAGEMENT SERVICES STATUS UPDATE**

**DISCUSSION:** Jennifer Acors provided to the Committee an update on Developmental Disability Case Management Services. On September 1, 2016, Community Services Boards became the single point of entry for waiver services for individuals with developmental disability. RACSB has contracted with three (3) private providers to provide Developmental Disability Case Management Services to 42 individuals in our region.

**ATTACHMENT VII**

**ACTION TAKEN:** No action necessary.

**ISSUE: EXHIBIT B QUARTERLY PERFORMANCE MEASURES REPORT**

**DISCUSSION:** Jennifer Acors presented to the Committee the Exhibit B Quarterly Measures Report. She told the Committee that community services boards are required to report on a quarterly basis how often case managers discuss community engagement service options to individuals with developmental disabilities and their guardians, as appropriate. CSBs must also report how many individual service plans contain community engagement goals.

Mrs Acors told the Committee that the agency had discussed community engagement opportunities with 100% of the individuals. The percent of individuals for who community engagement opportunities was discussed increased from remained at 100% as compared to the FY 17 third quarter report. The percent of individuals with a community engagement goal increased from 82.42% to 85.26% during the same time period.

**ATTACHMENT VIII**

**ACTION TAKEN:** No action necessary. Mrs, Acors departed the meeting.

**ISSUE: SERIOUS INCIDENT REPORT SUMMARY**

**DISCUSSION:** Sharon Killian informed the Committee about serious incidents involving suicide attempts. She told the Committee that 20 individuals enrolled in

RACSB services attempted to take their own life between April 1, 2017 and June 30, 2017. Of those 20, two (2) have moved out of Planning District 16, two (2) have dropped out of services despite efforts to engage, and 16 remain in treatment.

**ATTACHMENT IX**

**ACTION TAKEN:** No action necessary.

**ISSUE: ANNUAL INCIDENT REPORT REVIEW**

**DISCUSSION:** Jane Yaun presented to the Committee a review of incident reports from Fiscal Year 2017. She told the Committee that Rappahannock Area Community Services Board is committed to providing an ongoing, comprehensive and systematic approach to managing risk. Incident reports are reviewed to evaluate and identify instances in which the agency can reduce the likelihood of or mitigate the impact of future incidents.

Ms. Yaun reported that there were 2,032 Incident Reports submitted during FY17.

**ATTACHMENT X**

**ACTION TAKEN:** No action necessary.

**ISSUE: WAITING LIST**

**DISCUSSION:** Jane Yaun presented to the Committee a report of the individuals waiting for services in June 2017.

As of September 5, 2017, there were 133 individuals waiting for Outpatient Therapy Services and 36 individuals (ages 14 or older) waiting longer than 30-days for an intake appointment with an RACSB psychiatrist

For Mental Health Residential Services, there were ten (10) individuals waiting for placement (needs list – 1; referral list – 9; acceptance list – 0). For Intellectual Disability Residential Services, there were 136 on the wait list (needs list – 135; referral list – 0; acceptance list – 1). For the Program for Assertive Community Treatment (PACT), there were 23 individuals waiting for placement (needs list – 11; referral list – 7; and acceptance list – 5).

A total of 43 individuals have been enrolled in PACT.

**ATTACHMENT XI**

**ACTION TAKEN:** It was moved by Ken Lapin and seconded by Karen Kallay that the Committee recommends the Board approve the Waiting List as presented by staff. The motion was unanimously approved.

**ISSUE: QUALITY ASSURANCE REPORT**

**DISCUSSION:** Jane Yaun reported to the Committee that Quality Assurance staff performed site inspections and chart reviews for the following five (5) Rappahannock Area Community Services Board (RACSB) programs:

- Substance Abuse Outpatient (20 Records)
- Day Support - Rappahannock Adult Activities Inc. Group Day (12 Records)
- Community Engagement (10 Records)
- Community Coaching (2 Records - 100% of enrollment)
- Program of Assertive Community Treatment (PACT) (10 Records)

Of the 54 charts reviewed, 15 of the charts had noted concerns. There were 31 primary staff responsible for 1 or more of the 54 charts reviewed.

**ATTACHMENT XI**

**ACTION TAKEN:** No action necessary..

**ISSUE: BOARD PORTAL PRESENTATION**

**DISCUSSION:** Brandie Williams presented to the Committee a proposal to implement a board document portal. She told the Committee that the emergence of new technologies provides options for individuals to access information. Board portals allow a centralized, secure hub to provide board members the opportunity to access board materials from electronic devices. Mrs. Williams presented a video explaining the features available from a portal program known as BoardPaq.

Mrs. Williams told the Committee that it would cost about \$6,000-\$7,000 annually to use this program. She also said that the agency could use it from month to month.

**ATTACHMENT XII**

**ACTION TAKEN:** It was moved by Kheia. Hilton and seconded by Ellen Sears that the Committee recommends the Board approve using the portal system for three (3) months as a trial. Debbie Draper, Kheia Hilton, Karen Kallay, Ken Lapin, Tina Sears, Ellen Sears, Jack Rowley, Greg Sokolowski, and Lawrence Davies voted to approve the motion. Al Collins voted against the motion.

There being no further business, the meeting of the Program Planning and Evaluation Committee adjourned at 12:21 p.m. The next meeting of the Program Planning and Evaluation Committee is

scheduled for Tuesday, October 10, 2017 at 10:30 a.m. in Board Room 208 at 600 Jackson Street, Fredericksburg, Virginia.

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