



## GOOCHLAND POWHATAN COMMUNITY SERVICES BOARD MEETING

**May 6, 2024**  
**4:30 P.M.**  
**Pathways (Goochland)**

### **AGENDA**

- I. Minutes of the March 4, 2024 Board Meeting  
Pages: 2-4  
**\*Action: Approve or amend March 2024 minutes.**
- II. Public Comment
- III. Nominations for CSB Board Officers for FY25  
Pages: N/A  
**\*Action: Approve or amend recommendations for nominations**
- IV. Powhatan Building Updates  
Pages: N/A  
**\*Informational**
- V. March FY24 9 Month YTD Financial Report  
Pages: N/A  
**\*Informational**
- VI. Preliminary FY25 Budget Proposal  
Pages: N/A  
**\*Action: Approve or amend Preliminary FY25 Budget**
- VII. Reports
  - a. Board Chair
  - b. Senior Community Support Director
  - c. Senior Clinical Director
  - d. Senior Administrative Director
  - e. Executive Director (Interim)
  - f. Other Reports**\*Informational**
- VIII. Closed Session: Executive Director Recruitment  
Pages: N/A
- IX. Adjourn

Next Meeting: June 3, 2024. Location: Powhatan (Village Building Board Room)

**GOOCHLAND POWHATAN COMMUNITY SERVICES**  
**MINUTES**  
**March 4, 2024**

Goochland Powhatan Community Services Board of Directors held its March 2024 meeting on Monday, March 4, 2024, at the Pathways building in Goochland.

Present

Marcus Allen  
Michael Asip  
James Babcock  
Jackie Cahill  
Parthenia Dinora  
Stephen Hancock  
Joyce Layne-Jordan  
Crystal Neilson-Hall  
Linda Revels

Absent

Staff Attending

Les Saltzberg  
Irene Temple  
Carinne Kight  
Cheryl Smith  
Lateshia Brown

**Welcome**

Les Saltzberg welcomed all attending Board members and thanked them for joining the meeting. He noted that he had one addition to the agenda. There were no other additions.

**Public Comment**

There was no public comment.

**Minutes**

January 2024 meeting minutes were reviewed for approval. There were no noted errors or corrections.

**ACTION:** Motion to approve January 2024 meeting minutes, was made by M. Asip, seconded by J. Babcock. Motion approved by all in attendance, none opposed. Motion carried.

**FY2024 6 Month Financial Statement**

Cheryl Smith, Senior Finance Director, reviewed the 6-month financial statement. She noted that the statement shows personnel a little high due to the bonus provided to staff in the fall. She also noted that the federal funds look off, but this is due to the reimbursement method that DBHDS implemented earlier in the year. This means DBHDS provides the funds after receiving and processing the request from GPCS, resulting in about a two-month lag.

**Powhatan Building Updates**

Cheryl gave updates on the current Powhatan building and the new Powhatan building. As far as the current building is concerned, the roof is getting worked on. Powhatan sent out an invitation to bid on February 21 and ends on March 8. The hope is that construction is going to start April 1 with construction done by June 5. They've said Monacan will not be affected at all and don't anticipate top floor will be also, however they are unsure how the noise level will be so that will determine if staff must move out of the top floor.

The new building site and building plans were both submitted in early February. The site official wanted details on the sidewalk going into lot. Rick has turned those details in to the county. They are hopeful for approval in March.

### **Reports**

Board Chair –

No report

Senior Finance Director –

No report

Senior Community Supports Director –

Community supports is in the process of arranging for mobile dental clinic to come out, specifically to see some of the ID/DD consumers.

All the ID/DD programs just concluded a licensing audit and now are gearing up for an HSAG audit. Staff are continuing to collaborate with other programs in the agency regarding data and changes with EHR to improve documentation and data.

In Home Support Services (IHSS) has received quite a few referrals, working to find staff for them. The manager position has been filled with an internal candidate. Lisa Williams, an ID/DD case manager for GPCS has accepted the position and is in the process of transitioning.

Senior Clinical Director –

Irene reported that the new SUD case manager Jordan is working out great. She has taken a lot of initiative & reached out to local jails. She also reported that the state had an open conversation on how to best use permanent supportive housing funding. GPCS doesn't get a lot of funding because of the lack of apartments or housing opportunities typically, but the state has broadened the uses for this money, so hopefully it can be used for more GPCS consumers.

GPCS Senior Administrative Director –

Carinne let the Board know that the new EHR administrator has jumped right in. She came from a board that also uses Credible so that has been helpful in bringing her up to speed with the ways in which GPCS uses it.

There are openings for mental health outpatient clinician, developmental services support coordinator, reimbursement specialist, peer support specialist, developmental services support, and the hourly positions of van driver and in home supports specialist.

Executive Director -

Les noted that the main General Assembly session ends this weekend. There are not a lot of bills that impact CSBs negatively.

The next VACSB is in Norfolk on May 1<sup>st</sup> through 3<sup>rd</sup>. Any Board members who are interested let Les or Carinne know so they can get you registered.

At approximately 5:18 p.m., M. Asip moved that the Board convene in a closed meeting pursuant to Virginia Code § 2.2-3711.A (4) for the protection of the privacy of individuals in personnel matters not related to public business. J. Cahill seconded this motion, and the Board unanimously approved it.

**Reconvened in Regular Session**

Whereas the Goochland-Powhatan Community Services Board of Directors convened in a closed meeting on this date pursuant to an affirmative recorded vote and in accordance with the provision of the Virginia Freedom of Information Act; and whereas § 2.2-3712.D of the Code of Virginia requires a certification by this Board that such closed meeting was conducted in conformity with the Virginia Freedom of Information Act. Now therefore, be it resolved that the Goochland Powhatan Community Services Board of Directors certifies that, to the best of each member's knowledge, only public business matters lawfully exempted from open meeting requirements under the Freedom of Information Act, and only such public business matters as were identified in the motion convening the closed meeting were heard, discussed, or considered by the Board.

**ACTION:** Motion made by M. Allen to certify conformity of closed meeting and to reconvene regular session, seconded by C. Neilson-Hall. All members affirmed this.

The meeting was adjourned at 6:12 pm.

\_\_\_\_\_  
Crystal Neilson-Hall, Secretary  
CNH/ck

\_\_\_\_\_  
Date

## COMMUNITY SUPPORT SERVICES

### May 2024 Board Report

#### **Parent-Infant Education Program (PIEP)**

We had 13 referrals to PIEP in April, 9 children were discharged, and we served 59 families with active IFSPs (with another 16 families in the intake process).

In PIEP, we've begun offering families the option to come to our offices for assessments. We have a room in our Goochland office that's been emptied, child-proofed, and outfitted with the mirrors, toys, and furniture to make children feel at ease. While we still offer home and community assessments too, adding this has allowed us to increase the number of assessments we can fit into a week, which has gotten our families seen quicker and with more flexibility. In the Powhatan office, we've been using shared space but have recently acquired a dedicated room we can furnish in the same way.

We still do almost all of our services in the homes and communities where our children would naturally be spending their time, but offering another layer of choice allows us to further individualize each family's experience to what best meets their needs.

Submitted by Jeanine Vassar, Program Manager, Parent-Infant Education Program

#### **Developmental Services Support Coordination (ID/DD)**

<b>Active CM (Medicaid)</b>	103
<b>Active CM (Non-Medicaid)</b>	1
<b>Waiver Breakdown</b>	
Community Living	64
Family & Individual	39
Building Independence	1
Available	2
<b>Active Waiver Total</b>	<b>103</b>
<b>Non-waiver Active CM</b>	1
<b>Total Active Case Management</b>	<b>104</b>
<b>Contracted CM Services</b>	<b>6</b>
<b>Transfers</b>	
<b>DD Waiver Wait List Numbers</b>	
Priority 1	<b>8</b>
Priority 2	<b>29</b>
Priority 3	<b>34</b>
<b>Wait List Total</b>	<b>71</b>

Developmental Services Support Coordinators continue to work diligently to ensure all individuals have the services and resources they need. The Support Coordinators and Support Coordinator Manager participate in several monthly and quarterly meetings.

We are in the process of hiring a Support Coordinator as Lisa Williams was promoted within the agency. The individuals on her caseload have been reassigned to other Support Coordinators.

Submitted by LaTasha Dodson, Program Manager, Developmental Services (DS) Support Coordination

## **Day Support Services (ID/DD)**

### **Monacan**

Monacan Services had a consumer move to The Virginia Home in April. We are very excited for her new adventure but will miss seeing her in the program. We now serve 19 consumers in the program (18 consumers with DD waivers and 1 remains on the waiver waitlist). We will be adding another consumer to the program in June.



Monacan has been very busy over the last two months. One of the major highlights was a trip to The Diamond to see the Flying Squirrels play baseball. It was a great day for baseball with beautiful weather. The consumers brought their gloves and hats and had an incredible time watching the game. We even had a few consumers who were experiencing their first baseball game! It was an amazing experience for Monacan!

We are so very excited to announce Monacan's Got Talent! The show will be held on May 21<sup>st</sup> at 1pm, in the Village Building Auditorium. The consumers are excited to put on a wonderful show. We hope you can make it!

Submitted by Maitlin Ware, Program Manager, Monacan Services

## **In Home Support Services**

Over the past few months, we've experienced an increase in new consumers within our program. We are on track with our goal of providing in home support services to more individuals within our community. We are currently serving 16 consumers in our IHSS program. We continue to work on hiring more Direct Support Professionals (DSPs) interested in working in Goochland and Powhatan communities. In addition, we are currently hiring a Program Support Specialist to assist our new Program Manager, Lisa Williams.

Direct Support Professionals (DSPs) supported consumers in their homes and communities by utilizing a person-centered approach. DSPs supported consumers in their homes by assisting with individual care tasks, activities of daily living, and building life skills. In addition, there were various community activities throughout the month. To increase opportunities for community involvement and socialization, our consumers and staff will host events in the community each month.

Submitted by: Lisa Williams, Program Manager, In Home Support Services

## Prevention April 2024

Young Adult Survey: This survey closed on April 15th. Goochland Powhatan Community Services was able to complete 18 surveys. **Thank you a million times over if you helped us recruit people!**

The Powhatan/Chesterfield Health District requested findings from the data. They are working with Omni consultants to describe trends in vaping to adjust policies and programs.

Goochland Powhatan Community Services continues to participate in the Powhatan Health District's Community Health Assessment process. The partnership provides a new opportunity for us to connect with community stakeholders. We learned that many community members feel burned out by too many surveys. The community also wants to access the data after providing input. We are working with DBHDS and Omni to promptly fulfill the request.

RSAAC: Mill Creek Quarter agreed to partner with our coalition in making Narcan and resources more readily available to staff and community members. Benchcraft advertising is helping us place ads strategically in the playbooks and other places to help people access resource information. The Powhatan Health Department agreed to train the manager and staff in Narcan use. This message will be seen 45000 over the course of one year.

Multiple coalition members attended the Research to Recovery Conference at VCU. We used the conference as an opportunity to promote our event in May that is listed below .

Suicide Prevention trainings:

safeTalk in March was rescheduled for May due to low enrollment. We are reviewing our systems around marketing trainings to find out how to get people to attend.

Mental Health First Aid: We are scheduled to do a private church group in late April. 14 people are signed up to attend.

Upcoming Public Events: **Please share these with other people.** They can't use this information if they don't know about it, so **I need your help.**

I am attaching the PDF's too so you can print them out or email them more easily.



tom bannard flyer (1)  
(1).pdf



Kos Health and  
Safety Training (1).pdf

# 10 THINGS YOUR LOVED ONE WISHES YOU KNEW ABOUT THEIR SUBSTANCE USE

This community  
education event is  
sponsored by:



**(But would never tell you)**

**TOM  
BANNARD  
CADC, MBA**

RAMS IN  
RECOVERY  
PROGRAM  
COORDINATOR

Join us in conversation as Tom Bannard will discuss things your loved one wishes you understood about Substance Use Disorders (but won't or can't tell you).

Bannard will also explore how to be an Ally to people in recovery, resources for substance use disorders, strategies for getting your loved one into treatment, and addiction and the brain.



15600 Pouncey Tract Rd, Rockville, VA 23146

6:30 P.M. - 8:00 P.M. | THURSDAY, MAY 16TH



This event is free  
and open to the  
public, registration  
is required:



<http://tinyurl.com/5n79u2mn>







*Learn how you can help someone struggling with suicidal thoughts.*

**WHAT YOU WILL LEARN**

- Recognize indicators of suicidal thoughts and feelings.
- Learn how to connect individuals with life-saving intervention resources.
- Practice skills in identifying and responding to people at immediate risk of suicide.
- Apply the TALK steps: Tell, Ask, Listen, and KeepSafe.

**WHO SHOULD ATTEND**

This course is for anyone 15 years and older who wants to learn suicide alertness skills.

**CONTACTS:**  
 General Inquiries: parksandrec@powhatanva.gov  
 (804) 598-5275

**REVIVE!**  
 POCAHONTAS AND POWHATAN COUNTY OFFICE OF HEALTH

**YOUTH**  
 Changemakers

**SafeTALK is a suicide alertness workshop that prepares you regardless of prior experience or training, to become a suicide-alert helper.**

**May 17, 10am to 1pm**

**Pocahontas Landmark Center  
 4290 Anderson Hwy  
 Powhatan, VA 23139**

**Register now:  
<https://tinyurl.com/Community-Matters-Powhatan>**



## MHOP/SUDOP

New hires for our school based program! We will have three new clinicians starting with us in May. Two will be based in the Powhatan schools and one will be at Goochland schools. They bring a wealth of knowledge, skills and experience to the team and we are happy to have them join us!

Over the summer we will be starting two youth summer groups. "Surviving Highschool 101" and "Pathways to Meaning" -a grief group.

We are still interviewing for a MH/SUD clinician for the Goochland office as we continue to revamp and grow our SUD services.

We are partnered with Hanover CSB for an SUD peer audit to be able to learn from one another and improve our programs for our community.

Active consumers:

MHOP-340

SUDOP-26

SBS-57

Team building rock climbing activity-7 clinicians and their families participated.



CSA Care Coordinators and Their Director at Top Golf for team building.



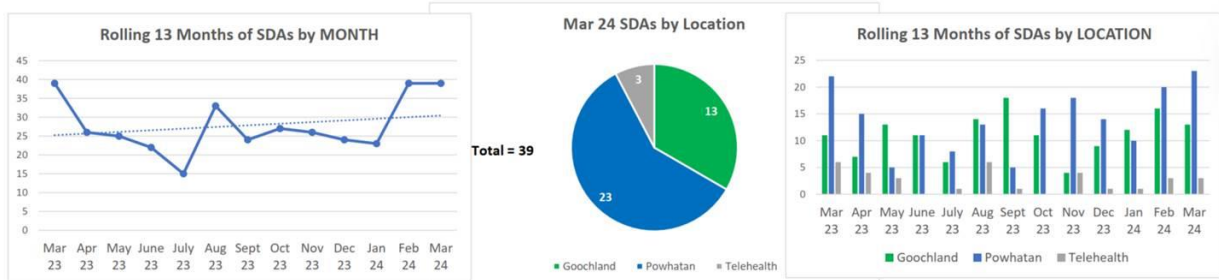
### **MH Case Management**

In **April 2024**, The Mental Health Case Management Unit was staffed with 2 care coordinators, a Peer Support Specialist, SUD Care Coordinator, 4 Mental Health Recovery Coaches and Program Manager. For the month of April 70 Mental Health Case Management consumers were served, 7 SUD Case Management Consumers were served, and 146 Medication Management visits occurred. Currently accepting applications and scheduling interviews for an open Peer Support Specialist position. The Mental Health Case Management team has successfully requested Permanent Supportive Housing Grant funds from the Region Permanent Supportive Housing Funding Support Team. These funds

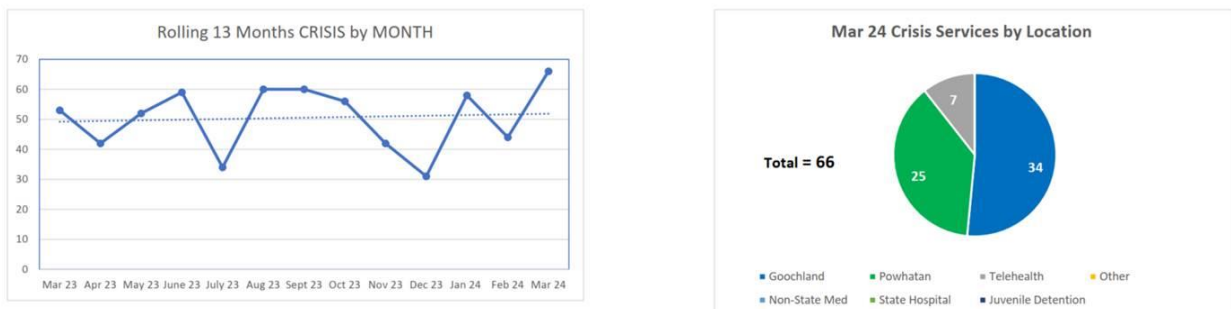
have assisted consumers to have repairs and services completed that allowed the consumer to continue living in their home and maintain the stable housing. It was identified the consumer was sleeping on an air mattress on the floor of his parents' home because of physical injuries sustained from a car accident, and the team was able to provide a consumer a brand-new bed frame, mattress, bedding, and pillows with these funds. In addition, these funds have also been used to purchase a new stove for a consumer and his family and pay for continued home internet for a consumer working to complete a degree online.

**Crisis and Same Day Access**

**SDA:** Since the last board report, Access team has received outstanding feedback from DBHDS for their hard work in being able to serve Goochland and Powhatan residents with compassion, empathy and effectiveness. In February & March GPCS served 78 consumers through SDA continuing to average around 70 minutes from start to finish.



**Emergency Services:** In March we saw our largest increase in crisis visits per 13 rolling month tracking. We are continuing to see a great deal of our ES visits coordinating with private and state hospitals. However there was also an increase in prescreening for GPCS localities as well.



MONTHLY VEHICLE UTILIZATION AND EXPENSE REPORT (FY-24)

MONTH OF Feb-24

VEHICLE	Van	Van	Van	Van	Van	Van	Van	Van	Van	Van	Van	Van	Van
Program	Ops	Ops	Ops	Ops	Ops	Ops	Ops	Ops	Ops	Monacan	Monacan	Monacan	Monacan
Auto ID (last four VIN)	2236	2508	2450	0089	7202	6021	3364	3044	0908	8586	8578	5388	3695
Pate #	145-507L	176-819L	37-534L	117-954L	167-233L	197-521	167-212L	161-538L	106-432L	144-819L	144-820L	118-010L	116-907L
MILEAGE	189,021	196,180	263,035	198,466	231,274	102,646	280,900	96,359	153,367	57,154	56,589	110,381	161,235
MILES DRIVEN	1,123	307	0	1,722	1,079	782	1,417	204	29	371	74	0	598

VEHICLE	Van	Car	Car	Van	Van	Car	Car	Car	Car	Car	Car	Car	Car
Program	Monacan	Monacan	Monacan	Pathways	Pathways	Pathways	Pathways	MH CM	MH CM	MH CM	ID CM	ID CM	ID CM
Auto ID (last four VIN)	6691	4489	1369	0967	8280	0831	0654	9585	1990	0502	0090	9825	9824
Pate #	205-951	197-518L	106-442L	118-003L	244-512L	244-506L	156-857L	106-406L	140-018L	244-507L	47-572L	167-221L	167-220L
MILEAGE	13,693	65,767	110,199	111,094	1,676	2,343	178,072	110,354	127,570	3,748	124,292	61,576	102,012
MILES DRIVEN	411	617	205	17	58	274	63	394	0	1506	559	376	0

VEHICLE	Car	Car	Car	Car
Program	IHSS	PIEP	PIEP	PIEP
Auto ID (last four VIN)	6635	2890	2281	8729
Pate #	146-867L	167-222L	39-337L	239-195
MILEAGE	68,688	61,908	114,368	6,604
MILES DRIVEN	0	290	837	810

TOTAL MILEAGE & PROGRAM UTILIZATION

TOTAL # MILES DRIVEN	14,123	207,661
Operations (Transportation)	<u>6,663</u>	<u>130,045</u>
Monacan Services	<u>2,276</u>	<u>27,676</u>
Parent Infant Education Program, ID/MH Services, Pathways, In Home Support services	<u>5,184</u>	<u>49,940</u>

GASOLINE FOR:

NUMBER OF GALLONS PURCHASED	<u>782.74</u>	<u>7,878</u>
COST OF GASOLINE PURCHASED	<u>\$1,688.06</u>	<u>19,339</u>

\*\* Gas reported Goochland and Quarles Jan 2024

REPAIRS & MAINTENANCE

COST OF REPAIRS & MAINTENANCE	<u>\$138.75</u>	<u>10,221</u>
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DRIVERS HOURS & SALARIES

NUMBER OF HOURS DRIVERS WORKED	<u>379.75</u>	<u>3,590</u>
DRIVERS SALARIES	<u>\$7,534.24</u>	<u>68,065</u>

MONTHLY VEHICLE UTILIZATION AND EXPENSE REPORT (FY-24)

MONTH OF March-24

VEHICLE	Van	Van	Van	Van	Van	Van	Van	Van	Van	Van	Van	Van	Van
Program	Ops	Ops	Ops	Ops	Ops	Ops	Ops	Ops	Ops	Monacan	Monacan	Monacan	Monacan
Auto ID (last four VIN)	2236	2508	2450	0089	7202	6021	3364	3044	0908	8586	8578	5388	3695
Pate #	145-507L	176-819L	37-534L	117-954L	167-233L	197-521	167-212L	161-538L	106-432L	144-819L	144-820L	118-010L	116-907L
MILEAGE	189021	196180	263035	198466	231274	102646	280900	96359	153367	57154	56589	110381	161235
MILES DRIVEN	1447	196	0	1702	112	1595	1494	23	6	392	395	0	559

VEHICLE	Van	Car	Car	Car	Van	Van	Car	Car	Car	Car	Car	Car	Car
Program	Monacan	Monacan	Monacan	Monacan	Pathways	Pathways	Pathways	Pathways	MH CM	MH CM	MH CM	ID CM	ID CM
Auto ID (last four VIN)	6691	4489	1369	7019	0967	8280	0831	0654	9585	1990	0502	0090	9825
Pate #	205-951	197-518L	106-442L	244-539L	118-003L	244-512L	244-506L	156-857L	106-406L	140-018L	244-507L	47-572L	167-221L
MILEAGE	13693	65767	110199	999	111,094	1,676	2,343	178,072	110,354	127,570	3,748	124,292	61,576
MILES DRIVEN	157	846	254	107	57	18	557	155	452	1349	1181	623	231

VEHICLE	Car	Car	Car	Car	Car
Program	ID CM	IHSS	PIEP	PIEP	PIEP
Auto ID (last four VIN)	9824	6635	2890	2281	8729
Pate #	167-220L	146-867L	167-222L	39-337L	239-195
MILEAGE	102,012	68,688	61,908	114,368	6,604
MILES DRIVEN	1345	1265	547	1,230	689

TOTAL MILEAGE & PROGRAM UTILIZATION

TOTAL # MILES DRIVEN	18,984	226,645
Operations (Transportation)	<u>6,575</u>	<u>136,620</u>
Monacan Services	<u>2,710</u>	<u>30,386</u>
Parent Infant Education Program, ID/MH Services, Pathways, In Home Support services	<u>9,699</u>	<u>59,639</u>

GASOLINE FOR:

NUMBER OF GALLONS PURCHASED	<u>809.52</u>	<u>8,687</u>
COST OF GASOLINE PURCHASED	<u>\$1,908.05</u>	<u>\$21,247</u>

\*\* Gas reported Goochland and Quarles Jmarch 2024

REPAIRS & MAINTENANCE

COST OF REPAIRS & MAINTENANCE	<u>\$6,883.07</u>	<u>\$17,104</u>
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DRIVERS HOURS & SALARIES


NUMBER OF HOURS DRIVERS WORKED	<u>393.25</u>	<u>3,983</u>
DRIVERS SALARIES	<u>\$7,802.08</u>	<u>\$75,867</u>

**CONTINUOUS QUALITY IMPROVEMENT PLAN**

GPCS 2024 CQI Goals	Objectives			Q1 Outcomes	
Individuals are healthy and safe.	Maintain 0 late CHRIS SIR entries in 2024. (2023 = 0 Late)			0 late CHRIS SIR Entries	
Individuals are satisfied with services.	Consumer Satisfaction Survey responses will be at least 90% positive (4 or 5) for the "Overall Satisfaction" question on average per program by the end of 2024.			Survey is planned for 4/1/24-6/30/24	
Individual's EHR is in compliance w/ Regulatory Requirements.	Program	Review Target	# Reviewed	Passing Target	Passing %
	MHOP	3/clinician/quarter	8	85%	92.4%
	MHCM	3/CM/quarter = 36	14	85%	95%
	IHSS	100% of consumers/year	0		
	DDCM	40% of consumers/year	20		
	SUDOP	2/quarter	0	85%	
	SUDCM	2/quarter	4	85%	
	PIEP	30/year	0	90%	
	ES	3/quarter	6	85%	100%
Each individual attending Monacan Services will engage in community activities weekly with staff supporting and maintaining a 1:3 ratio.	Encourage 50% of Monacan Services consumers to volunteer in the community monthly.			% that volunteered: January = 58% February = 68% March = 63%	
	Monacan will have 1 to 2 volunteer options per week.			MET	

**DASHBOARD PERFORMANCE MEASURES**

Program	Outcome Measure	Target	Most recent 12 month rolling average
SDA	Next Appointment Offered	86% offered an appt w/in 10 business days of SDA	93% as of Dec 23 ↓
SDA	Appointment Kept	70% kept an appt w/in 30 calendar days of SDA	91% as of Oct 23 ↑
SUD	Engagement	50% w/ a service w/in 14 days & at least 2 more services w/in 30 days	56.4% as of Dec 23 ↓
MH/SUD	Child Columbia Screenings	86% had a Columbia w/in 30 days before or 5 days after case opening	86% as of Nov 23 ↑
MH/SUD	Adult Columbia Screenings	86% had a Columbia w/in 30 days before or 5 days after case opening	83.4% as of Nov 23 ↑
MH	Child DLA-20	35% of MHOP consumers scoring below 4.0 will have a 0.5 growth in their DLA scores in 6 months	50% as of FY23Q2Q4 ↓
MH	Adult DLA-20	35% of MHOP consumers scoring below 4.0 will have a 0.5 growth in their DLA scores in 6 months	50% as of FY23Q2Q4 ←

All	SMVF status	90% have military status marked	100% as of Jan 24
			<b>Most recent month or quarter average</b>
All	SMVF Columbia Screenings	86% of SMVF had a Columbia w/in 30 days before or 5 days after case opening	Apr 23 = 100%
All	SMVF referral	70% of SMVF are provided information about military services	Dec 23 = 67% 
MH	Continuity of Care	No target. % of individuals who keep an MHOP non-emergency appt w/in 7 days of discharge from a state hospital.	100% kept at GPCS 100% kept at any CSB in May 23
DCCM	Enhanced Case Management	90%	Jan 24 = 88% Feb 24 = 82.4%
DCCM	TCM	90%	Oct-Dec 23 = 99%
DCCM	Receive annual physical exam	86%	Oct-Dec 23 = 80%
DCCM	Receive annual dental exam	86%	Oct-Dec 23 = 70%

**CORRECTIVE ACTION PLAN UPDATES**

**From 1/9/24 Licensing Visit:**

IHSS – 1 employee DSP Orientation and 1 employee DSP Competencies missing from personnel files	Both documents placed in file by 4/1/24. Going forward these documents will be uploaded to Relias. A report has been built in Relias for Competencies and Orientations, and the IHSS Manager was shown how to run them.
IHSS – No signatures on 1 employee evaluation in personnel file	Human Resources is reviewing every evaluation for signature. There has been turnover in the IHSS Manager. The new manager was advised of evaluation due dates in her program as part of her onboarding.
Non-Center Based Monacan – Expired Therapeutic Options training for 1 employee	Human Resources will note all training dates in Relias. A report has been built in Relias for Therapeutic Options training, and the Monacan Manager was shown how to run them.

**DOJ ADA SETTLEMENT UPDATE**

Quarterly accomplishments include:

- ✓ Compliance Reports are required at 6 month intervals currently, and a report was sent to the DOJ in February 2024.
- ✓ The Goochland clinic waiting room bathrooms and conference room and Pathways bathrooms were all converted to ADA approved door handles in February 2024.
- ✓ ADA Coordinator and Deputy Coordinator attended the 2024 Virtual ADA Conference in February. All PowerPoints and resource materials from the training are available to Leadership Team and QA for reference or dissemination to staff as needed.
- ✓ Other trainings attended included Service Animals in Healthcare, and presentations during the VA ADA Coordinators Peer Group and Healthcare Peer Group such as on Neurodiversity and Inclusive Emergency Preparedness, Response, and Recovery.
- ✓ Communication Resources were updated in February 2024.