

HPR I REACH Advisory Council
Minutes
February 24, 2014
10 am to Noon
Region Ten CSB Conference Center
500 Old Lynchburg Road; Charlottesville, VA 22903

Meeting was called to order by Gail Paysour. There were 15 attendees including: Bob Villa (DBHDS); Martha Maltais (RTCSB); Nancy Hopkins-Garriss (Pleasant View/VNPP); John Malone (HRCBSB); Krista Lynch (VCSB); Lonnie O’Baugh (VCSB); Todd Cramer (Horizon); Robert Hurt (Arc); John Santoski (ARC of the Piedmont); Robert Tucker (Valley CSB); Gail Paysour (HPR I); James Vann (START/ESUCP); Erin Haw (disAbility Law Center of VA); Barbara Barrett (Arc of the Piedmont); David Yereb (NWCSB)

Following welcome and introductions, the minutes of the October 31, 2014 were reviewed and approved as written. Ms. Paysour presented the Project Manager’s report (attached). Regional plans for moving forward with the START model and ESUCP were discussed as the state program transitions to the REACH program. A draft of REACH Policies and Procedures has been developed and is still under review.

Ms. Paysour provided a summary of the result of the recent Stakeholder Perception Survey (attached). There was extended discussion around the results particularly around the lack of timely development of Cross Systems Crisis Plans. Mr. Vann noted that the expectation should be that a plan be in place within 45 days of intake. Martha Maltais asked if the use of temporary staff to assist the program in catching up on plans would be beneficial. Mr. Vann felt that the nature of the plan development and level of detail needed would make this problematic. The program is focusing on active client caseloads for plan development. There was brief discussion re: how to handle training center discharge referrals for individuals who are not in current crisis. Bob Villa will continue to work with Jae Benz to clarify REACH involvement with these individuals. Nancy Hopkins-Garriss suggested the idea of distributing surveys to individuals served and their support teams following each discharge from crisis services in order to gather more immediate and accurate feedback per individual. This idea was supported by the members. Ms. Paysour will work with James Vann on implementation of this idea.

A minimal number of Council members have volunteered to serve on the workgroups identified at the October meeting. Ms. Paysour will contact these individuals and assist the workgroups to identify a time to begin meeting.

James Vann provided members with the Director’s updates including:

- Two members of the REACH team are now Certified START Coordinators with another anticipated in March. The expectation and hope is that all Coordinators will be certified by June 30, 2014.
- Medicaid billing has increased over the last quarter with \$62,419.74 having been billed as of 2/15/14.
- A new Respite Director has been hired and is scheduled to begin work on April 1, 2014. His name will be announced later.
- Second quarter data was reviewed (report attached).

Bob Villa provided updates from DBHDS including:

- DBHDS plans to hire a PhD level expert who will continue to work on REACH development statewide

- Training Center discharges remain a focus for the Department. A new director for SEVTC has been hired. SEVTC will continue as a statewide resource with an emphasis on assisting providers to work with individuals with challenging behaviors.
- The DOJ monitor will return to the state in April and will be interviewing all the REACH programs.
- Discussion of development of crisis services for children with ID/DD and the opportunity for regional programs to develop services that will meet regional needs. These proposals are due to DBHDS by 3/14/14.
- There is training money available from DBHDS through the end of the current fiscal year. There was discussion around regional training needs. Council members stressed the need for hands on, on-site training for front line providers with buy-in from administrators. A train the trainer approach was supported. Council members will send training ideas and requests to Ms. Paysour who will work to develop a proposal to the department.

There was significant discussion around a recent case which raised significant concerns and questions around the following issues:

- Role of REACH with emergency services—who to call and when?
- Client capacity to consent to services in a crisis
- REACH's status as a voluntary program

Members acknowledged a long-standing struggle with the tension between ensuring client rights and safety for both the individual and others with whom they interact and live when there is a behavioral crisis. The REACH program will continue to be a voluntary, unlocked program for the foreseeable future. Providers should ensure safety and call emergency services or request CIT trained officers to respond in an emergency where risk of harm is imminent. The REACH program and local emergency services will continue to strengthen their collaboration and both remain appropriate points of entry for individuals in crisis.

Meeting was adjourned at 12:30 p.m.

Next START Advisory Council Meeting will be at Region Ten CSB on April 24, 2014, at 10 am.