



## **POLICY MANUAL**

### **INTRODUCTION:**

The Hampton-Newport News Community Services Board (CSB) has developed and adopted a Board Policy Manual in order to guide it in conducting its public business and carrying out its mandated responsibilities. This manual is the Board's effort to put into writing the policies and procedures to provide general guidance to Board Members and staff. These general policies will be supplemented by detailed administrative and operational instructions that clearly delineate how staff is to carry out the Board's policy and the day-to-day operations of the agency.

This policy manual in conjunction with the Board's Comprehensive Plan should provide the Board with both clear internal operating procedures and with adequate plans for the delivery of publicly assisted behavioral health services to the residents of Hampton and Newport News.

### ***Defined Terminology***

- 1. Behavioral health is defined as mental health, intellectual and developmental disabilities, and substance abuse services.*
- 2. Board herein refers to the Board of Directors of the Hampton-Newport News Community Services Board.*
- 3. CSB herein refers to the Hampton-Newport News Community Services Board as an organization.*
- 4. "Chairperson" refers to the Chair of the Board.*

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## HAMPTON-NEWPORT NEWS COMMUNITY SERVICES BOARD

POLICY	<u># 001</u>
TITLE	<u>State and Local Mandates</u>
PROPOSED	<u>November, 1989</u>
ADOPTED	<u>January 16, 1990</u>
REVIEWED	<u>January 20, 1994; October 7, 1996; April 26, 1999; February 24, 2000; May 15, 2001; March 11, 2002; April 24, 2003; June 1, 2004; June 23, 2005; June 22, 2006; March 22, 2007; March 31, 2008; March 22, 2007; June 17, 2010; October 21, 2010; February 22, 2012; June 19, 2014; May 28, 2015; February 29, 2016</u>
REVISED	<u>November 21, 1996; May 20, 1999; June 25, 2009; May 23, 2013</u>

### **POLICY STATEMENT:**

The Board has as its legal mandate the areas of responsibility as stated in Chapter 5 of Title 37.2 of the *Code of Virginia*, as amended.

### **BACKGROUND:**

The 1968 Virginia General Assembly passed into law Chapter 10 of Title 37.1 of the *Code of Virginia* allowing local jurisdictions to establish Community Services Boards to operate or cause to be operated community programs in mental health and intellectual and developmental disabilities. In 1976 the General Assembly passed Chapter 11 which added substance abuse as a responsibility of the State Department of Behavioral Health and Developmental Services. The City of Newport News on January 11, 1971, and the City of Hampton on January 13, 1971, passed Resolutions establishing the Hampton-Newport News Community Services Board. In June of 1998, the City of Newport News and the City of Hampton also passed Resolutions designating the Hampton-Newport News Community Services Board as an "operating community services board", as required in § 37.2-500 of the *Code of Virginia* (1950) as amended.

The Board has also adopted By-Laws consistent with State and local legislation identifying the Board's responsibility, as it relates to a designated operating board, to: (1) Review and evaluate public and private community mental health, intellectual and developmental disabilities, and substance abuse services and facilities that receive funds from it and advise the governing body of each city or county that established it as to its findings. (2) Pursuant to § [37.2-508](#), submit to the governing body of each city or county that established it an annual performance contract for community mental health, intellectual and developmental disabilities, and substance abuse services for its approval prior to submission of the contract to the Department. (3) Within amounts appropriated for this purpose, provide services authorized under the performance contract. (4) In accordance with its approved performance contract, enter into contracts with

other providers for the delivery of services or operation of facilities. (5) Make policies or regulations concerning the delivery of services and operation of facilities under its direction or supervision, subject to applicable policies and regulations adopted by the Board. (6) Appoint an executive director of community mental health, intellectual and developmental disabilities, and substance abuse services, who meets the minimum qualifications established by the Department, and prescribe his duties. The compensation of the executive director shall be fixed by the board within the amounts made available by appropriation for this purpose. The executive director shall serve at the pleasure of the board and be employed under an annually renewable contract that contains performance objectives and evaluation criteria. The Department shall approve the selection of the executive director for adherence to minimum qualifications established by the Department and the salary range of the executive director. (7) Prescribe a reasonable schedule of fees for services provided by personnel or facilities under the jurisdiction or supervision of the board and establish procedures for the collection of those fees. All fees collected shall be included in the performance contract submitted to the local governing body or bodies pursuant to subdivision 2 of this section and § [37.2-508](#) and shall be used only for community mental health, intellectual and developmental disabilities, and substance abuse purposes. Every board shall institute a reimbursement system to maximize the collection of fees from persons receiving services under its jurisdiction or supervision, consistent with the provisions of § [37.2-511](#), and from responsible third party payors. Boards shall not attempt to bill or collect fees for time spent participating in commitment hearings for involuntary admissions pursuant to Article 5 (§ [37.2-814](#) et seq.) of Chapter 8. (8) Accept or refuse gifts, donations, bequests, or grants of money or property from any source and utilize them as authorized by the governing body of each city or county that established it. (9) Seek and accept funds through federal grants. In accepting federal grants, the board shall not bind the governing body of any city or county that established it to any expenditures or conditions of acceptance without the prior approval of the governing body. (10) Notwithstanding any provision of law to the contrary, disburse funds appropriated to it in accordance with such regulations as may be established by the governing body of each city or county that established it. (11) Apply for and accept loans as authorized by the governing body of each city or county that established it. (12) Develop joint written agreements, consistent with policies adopted by the Board, with local school divisions; health departments; boards of social services; housing agencies, where they exist; courts; sheriffs; area agencies on aging; and regional Department of Rehabilitative Services offices. The agreements shall specify the services to be provided to individuals. All participating agencies shall develop and implement the agreements and shall review the agreements annually. (13) Develop and submit to the Department the necessary information for the preparation of the Comprehensive State Plan for mental health, intellectual and developmental disabilities, and substance abuse services pursuant to § [37.2-315](#). (14) Take all necessary and appropriate actions to maximize the involvement and participation of individuals receiving services and family members of individuals receiving services in policy formulation and services planning, delivery, and evaluation. (15) Institute, singly or in combination with other community services boards or behavioral health authorities, a dispute resolution mechanism that is approved by the Department and enables individuals receiving services and family members of individuals receiving services to resolve concerns, issues, or disagreements about services without adversely affecting their access to or receipt of appropriate types and amounts of current or future services from the community services board. (16) Notwithstanding the provisions of § [37.2-400](#) or any regulations adopted thereunder, release data and information about each individuals receiving services to the Department so long as the Department implements procedures to protect the confidentiality of that data and information. (17) Have authority, notwithstanding any provision of law to the

contrary, to receive state and federal funds directly from the Department and act as its own fiscal agent, when authorized to do so by the governing body of each city or county that established it.

**IMPLEMENTATION:**

The Board shall take all appropriate actions to fulfill its legal responsibilities to both City Councils, to the State Department of Behavioral Health and Developmental Services, and to the citizens of Hampton and Newport News.

## HAMPTON-NEWPORT NEWS COMMUNITY SERVICES BOARD

POLICY	<u># 002</u>
TITLE	<u>Federal, State, and Local Legislative Activities</u>
PROPOSED	<u>November, 1989</u>
ADOPTED	<u>January 16, 1990</u>
REVIEWED	<u>January 20, 1994; October 7, 1996; April 26, 1999; February 24, 2000; May 15, 2001; March 11, 2002; April 24, 2003; June 1, 2004; June 23, 2005; June 22, 2006; March 22, 2007; March 31, 2008; June 25, 2009 ; June 17, 2010; February 22, 2012; June 19, 2014; May 28, 2015; February 29, 2016</u>
REVISED:	<u>November 21, 1996; November 18, 2010; May 23, 2013</u>

### **POLICY STATEMENT:**

The Board shall establish a process to influence development of Federal, State, and Local legislation so as to improve behavioral health services to the residents of Hampton and Newport News. In addition, the Board will establish a procedure to allow its review and comment upon Federal, State, and Local legislation.

### **BACKGROUND:**

Legislation considered by Federal, State, and Local Legislator can significantly influence the planning for and delivery of behavioral health services to the citizens of Hampton and Newport News. In its advisory role to the City Councils of Hampton and Newport News, the Board must develop and implement a system of obtaining, reviewing, and commenting upon federal, state, and local legislative proposals which potentially affect Board areas of responsibility.

### **IMPLEMENTATION:**

The Executive Director will be responsible for developing a process to allow Board participation in the development of Federal, State, and Local legislation. In addition, a review and comment process will be developed by the Executive Director to deal with proposed legislation. This process will be coordinated with appropriate legislative procedures of Hampton, Newport News and the Virginia Association of Community Services Boards. *(Please see Article VIII, Section 3 of the Board By-Laws for further information.)*

## HAMPTON-NEWPORT NEWS COMMUNITY SERVICES BOARD

POLICY	<u># 003</u>
TITLE	<u>By-Laws</u>
PROPOSED	<u>November, 1989</u>
ADOPTED	<u>January 16, 1990</u>
REVIEWED	<u>January 20, 1994; October 7, 1996; April 26, 1999; February 24, 2000; May 15, 2001; March 11, 2002; April 24, 2003; June 1, 2004; June 23, 2005; June 22, 2006; March 22, 2007; March 31, 2008; June 25, 2009; June 17, 2010; February 22, 2012; May 23, 2013; June 19, 2014; May 28, 2015; February 29, 2016</u>
REVISED	<u>January 20, 1994; November 21, 1996; November 18, 2010</u>

### **POLICY STATEMENT:**

The Board shall adopt and amend as necessary By-Laws to serve as its rules and procedures in governing its internal operations.

### **BACKGROUND:**

The Board adopted By-Laws on February 4, 1971, as a means of guiding the internal organization of the Board. These By-Laws are designed to assist the Board in the performance of its duties and in exercising its powers as outlined in State and local legislation.

### **IMPLEMENTATION:**

The Board's By-Laws and applicable sections of the *Code of Virginia*, as amended, will be reviewed on an annual basis by the By-Laws Committee, and amendments, if necessary, are to be presented for the Board's consideration. Recommended By-Law amendments are to be submitted to legal counsel for the Board for review prior to any action being taken by the Board. This implementation statement shall not be construed to prevent the proposal of By-Law amendments outside of the annual review process. (*Please see Articles VIII, Section 6, and Articles IX and X of the Board By-Laws for further information.*)

## HAMPTON-NEWPORT NEWS COMMUNITY SERVICES BOARD

POLICY	<u># 004</u>
TITLE	<u>Board Meetings</u>
PROPOSED	<u>November, 1989</u>
ADOPTED	<u>January 16, 1990</u>
REVIEWED	<u>January 20, 1994; October 7, 1996; April 26, 1999; February 24, 2000; May 15, 200; March 11, 2002; April 24, 2003; June 1, 2004; June 23, 2005; June 22, 2006; March 22, 2007; March 31, 2008; June 17, 2010; February 22, 2012; June 19, 2014; May 28, 2015; February 29, 2016</u>
REVISED	<u>January 20, 1994; November 21, 1996; March 16, 2000; June 25, 2009; November 18, 2010; May 23, 2013</u>

### **POLICY STATEMENT:**

The Board shall schedule and conduct its regular meetings in open and public sessions in compliance with the *Code of Virginia* and the Freedom of Information Act.

### **BACKGROUND:**

In order to carry out its responsibilities in an open and publicly responsive manner, the Board shall schedule and conduct its regular meetings in open session except that Closed Sessions may be utilized in conformance with Section 2.2-3711 of the *Code of Virginia*, and the Freedom of Information Act.

### **IMPLEMENTATION:**

The Chairperson is responsible for ensuring that all Board regular meetings are conducted in accordance with the above policy. The Executive Director will be responsible for ensuring that the Board's regular meetings and agenda are publicized in an appropriate manner. An opportunity for public comment will be included on the agenda of all Board Meetings. The subject matter of Electronic Meetings will be reviewed annually. (*Please see Article VII of the Board By-Laws for further information.*)

## HAMPTON-NEWPORT NEWS COMMUNITY SERVICES BOARD

POLICY	<u># 005</u>
TITLE	<u>Board Committee Structure</u>
PROPOSED	<u>November, 1989</u>
ADOPTED	<u>January 16, 1990</u>
REVIEWED	<u>January 20, 1994; October 7, 1996; April 26, 1999; February 24, 2000; May 15, 2001; March 11, 2002; April 24, 2003; June 1, 2004; June 23, 2005; June 22, 2006; March 22, 2007; March 31, 2008; June 17, 2010; February 22, 2012; June 19, 2014; May 28, 2015; February 29, 2016</u>
REVISED	<u>January 20, 1994; November 21, 1996; May 20, 1999; June 25, 2009; November 18, 2010; May 23, 2013</u>

### **POLICY STATEMENT:**

The Board shall organize itself in such a manner as to efficiently conduct its business. The Board shall annually, at its first regular meeting after election of Officers, organize itself into an appropriate committee structure so as to carry out its responsibilities.

### **BACKGROUND:**

The Board is mandated under both State law and local ordinances to be the public agency responsible for services in the areas of mental health, intellectual and developmental disabilities, and substance abuse. In order to meet its responsibilities, the Board must develop an organizational structure conducive to conducting public business. Board By-Laws may include a regular Work Session as a meeting of the whole, in addition to the regular Meeting of the Board. In addition to the Standing Committees of the Board, the Board may establish other committees it deems appropriate, as needed.

### **IMPLEMENTATION:**

The Chairperson shall be responsible for making necessary appointments to the Board Committees in accordance with the Board By-Laws. *(Please see Articles V and VIII of the Board By-Laws for further information.)*



## HAMPTON-NEWPORT NEWS COMMUNITY SERVICES BOARD

POLICY	<u># 006</u>
TITLE	<u>Orientation of Board Members</u>
PROPOSED	<u>November, 1989</u>
ADOPTED	<u>January 16, 1990</u>
REVIEWED	<u>January 20, 1994; October 7, 1996; April 26, 1999; February 24, 2000; May 15, 2001; March 11, 2002; April 24, 2003; June 1, 2004; June 23, 2005; June 22, 2006; March 22, 2007; March 31, 2008; June 25, 2009 ; June 17, 2010; November 4, 2011 ; February 22, 2012; May 23, 2013; June 19, 2014; May 28, 2015; February 29, 2016</u>
REVISED	<u>November 21, 1996</u>

### **POLICY STATEMENT:**

The Board shall provide a comprehensive orientation program for each newly appointed Board Member. This orientation shall take place within 45 days of the appointment.

### **BACKGROUND:**

A comprehensive orientation to the Board's purpose, goals, history, policies and procedures is essential in promoting early and effective participation by new Board Members. This orientation shall also emphasize the commitment of time required by Board Members to effectively carry out their duties.

### **IMPLEMENTATION:**

The Executive Director will be responsible for developing a Board Orientation Manual providing both historical and updated information on the Board and its directly operated and contractually operated programs. The updated manual will be provided to all new Board Members as part of their orientation. The Executive Director with the assistance of appropriate Board Members will provide an orientation for new Board Members.

## HAMPTON-NEWPORT NEWS COMMUNITY SERVICES BOARD

POLICY	<u># 007</u>
TITLE	<u>Board Member Attendance</u>
PROPOSED	<u>November, 1989</u>
ADOPTED	<u>January 16, 1990</u>
REVIEWED	<u>January 20, 1994; October 7, 1996; April 26, 1999; February 24, 2000; May 15, 2001;</u> <u>March 11, 2002; April 24, 2003; June 1, 2004; June 23, 2005; June 22, 2006;</u> <u>March 31, 2008; June 25, 2009; June 17, 2010; February 22, 2012; May 23,</u> <u>2013; June 19, 2014; May 28, 2015; February 29, 2016</u>
REVISED	<u>November 21, 1996; March 22, 2007; December 16, 2011</u>

### **POLICY STATEMENT:**

It is the responsibility of every appointed Member of the Board to attend regularly scheduled Meetings of the Board, Committee Meetings to which they are assigned and Work Sessions. Attendance by Members of the Board at regularly scheduled meetings shall be governed by the requirements imposed by the ordinances and regulations promulgated by the appointing City Councils.

### **BACKGROUND:**

The Board in its efforts to provide behavioral health services to the citizens of Hampton and Newport News, demands active and participating Board Members who have the desire and time to devote to these activities. As volunteers, serving a need without compensation, Board Members do accept a moral obligation to fulfill Board requirements and to participate to the maximum extent feasible.

### **IMPLEMENTATION:**

The Chairperson and the full Board shall be responsible for monitoring Board Members' attendance and ensuring that the attendance of all Board Members is consistent with Board policy. *(Please see Article III, Section 6 of the Board By-Laws for further information.)*

## HAMPTON-NEWPORT NEWS COMMUNITY SERVICES BOARD

POLICY	<u># 008</u>
TITLE	<u>Code of Conduct and Ethics</u>
PROPOSED	<u>November, 1989</u>
ADOPTED	<u>January 16, 1990</u>
REVIEWED	<u>January 20, 1994; October 7, 1996; April 26, 1999; February 24, 2000; May 15, 2001; March 11, 2002; April 24, 2003; June 1, 2004; June 23, 2005; June 22, 2006; March 31, 2008; June 17, 2010; February 22, 2012; June 19, 2014; May 28, 2015; February 29, 2016</u>
REVISED	<u>January 20, 1994; November 21, 1996; March 22, 2007; June 25, 2009; December 16, 2011; May 23, 2013</u>

### **POLICY STATEMENT:**

The Board shall adopt a code of conduct and ethics to guide the Board Members and non-Board Members serving as Volunteers in the conduct of their activities.

### **BACKGROUND:**

Pursuant to Chapter 5 of Title 37.2, Section 501 of the *Code of Virginia* and action taken by the Councils of the Cities of Hampton and Newport News, individuals are appointed as Members of the Board. Powers and duties of the Board are contained within the enabling legislation. Members of the Board do not receive compensation for services provided to the Board except reimbursement for expenses incurred for authorized Board business. The Board has developed a Vision Statement, a Mission Statement identifying the Mission Related Goals of the Board, and a Statement of Values as guidance in conducting the business of the Board. A variety of policies established by the Department of Behavioral Health and Developmental Services, such as licensure and Human Rights, also provide guidance to the Board in the execution of its responsibilities.

### **IMPLEMENTATION:**

Board Members and non-Board Members serving as Volunteers shall not accept gratuities, gifts, services, or favors of any kind for themselves or members of their families from any individual, organization, or entity that conducts business with or contracts with the CSB.

Members of the Board and non-Board Members serving as Volunteers shall not represent themselves as the spokesperson for the Board except as duly authorized, recognizing that only the Chairperson of the Board or the designee of such Chairperson may present policy statements on behalf of the Board. However, nothing contained herein shall prevent any Member of the Board from reporting on the results of proceedings of the Board or other public work or activities of the Board at the request of an individual or organization.

Members of the Board and non-Board Members serving as Volunteers shall conduct themselves in a manner which shall reflect creditably on the Board.

Members of the Board and non-Board Members serving as Volunteers shall not have a direct or indirect economic interest in any contract, subcontract or other arrangement relating to the programs conducted by the Board or any contract, subcontract, or other arrangement for supplies or services thereto [see Board Policy #009].

Members of the Board and non-Board Members serving as Volunteers shall ensure maintenance of the security and confidentiality of all client-specific information.

Each Member of the Board and non-Board Members serving as Volunteers is responsible for complying with the Board's Code of Conduct and Ethics.

## HAMPTON-NEWPORT NEWS COMMUNITY SERVICES BOARD

POLICY	<u># 009</u>
TITLE	<u>Conflict of Interest</u>
PROPOSED	<u>November, 1989</u>
ADOPTED	<u>January 16, 1990</u>
REVIEWED	<u>January 20, 1994; October 7, 1996; April 26, 1999; February 24, 2000; May 15, 2001; March 11, 2002; April 24, 2003; June 1, 2004; June 23, 2005; June 22, 2006; March 22, 2007; March 31, 2008; June 17, 2010; November 4, 2011; February 22, 2012; May 23, 2013; June 19, 2014; May 28, 2015; February 29, 2016</u>
REVISED	<u>January 20, 1994; November 21, 1996; June 25, 2009</u>

### **POLICY STATEMENT:**

The Board shall conduct all of its activities so as to preclude any conflict of interest. No Board Member shall vote on any issue on which he/she has a direct or indirect economic interest or a fiduciary responsibility.

### **BACKGROUND:**

The Board, as an extension of local government, contracts for goods and services, is an employer, and makes recommendations to the City Councils of Hampton and Newport News and the State Department of Behavioral Health and Developmental Services on programs and funding to provide behavioral health services. To insure that its actions reflect the need to avoid actual, potential, or the appearance of conflicts of interest, the Board should have a clearly defined conflict of interest policy.

The definition of direct or indirect economic interest includes any part of ownership of an institution, facility, or other entity which results in the Board Member or any member of his/her immediate family receiving any amount of income from services contracted by the Board. Fiduciary responsibility means exercising a position of trust on behalf of an organization or entity including any trustee, member of the Board of Directors, officer or any other person with a legal obligation to act in the best interest of such organization or entity.

### **IMPLEMENTATION:**

The Chairperson shall be responsible for insuring that the Board's conflict of interest policy is implemented. Prior to the vote on any issue involving program funding, Board Members shall be responsible for declaring if a conflict of interest exists. Members of the Board who are determined as having a conflict of interest may not vote on the matter in question before the Board. Legal counsel for the Board will provide advice, upon request, whenever a question of conflict of interest arises.

## HAMPTON-NEWPORT NEWS COMMUNITY SERVICES BOARD

POLICY	<u># 010</u>
TITLE	<u>Reimbursement Policies for Board Members</u>
PROPOSED	<u>November, 1989</u>
ADOPTED	<u>January 16, 1990</u>
REVIEWED	<u>January 20, 1994; October 7, 1996; April 26, 1999; February 24, 2000; May 15, 2001; March 11, 2002; April 24, 2003; June 1, 2004; June 23, 2005; June 22, 2006; March 31, 2008; June 25, 2009; June 17, 2010; November 4, 2011; February 22, 2012; May 23, 2013; June 19, 2014; May 28, 2015; February 29, 2016</u>
REVISED	<u>November 21, 1996; March 22, 2007</u>

### **POLICY STATEMENT:**

Board Members will be eligible to receive reimbursement for expenses incurred while on authorized Board business and other Board functions.

### **BACKGROUND:**

The Board will assure fair and equitable treatment and reimburse Board Members incurring expenses while conducting authorized Board business and/or attending authorized Board functions.

### **IMPLEMENTATION:**

All Board Member travel authorizations or reimbursement requests for expenses incurred on authorized Board business shall be made only upon approval of the Chairperson, or his/her designee. It is the responsibility of each Board Member to notify the Executive Director of any expenses he/she incurs and request reimbursement.

## HAMPTON-NEWPORT NEWS COMMUNITY SERVICES BOARD

POLICY	<u># 011</u>
TITLE	<u>Board Training</u>
PROPOSED	<u>November, 1989</u>
ADOPTED	<u>January 16, 1990</u>
REVIEWED	<u>January 20, 1994; October 7, 1996; April 26, 1999; February 24, 2000; May 15, 2001; March 11, 2002; April 24, 2003; June 1, 2004; June 23, 2005; June 22, 2006; March 22, 2007; March 31, 2008; June 17, 2010; December 2, 2010; February 22, 2012; May 23, 2013; June 19, 2014; May 28, 2015; February 29, 2016</u>
REVISED	<u>November 21, 1996; April 25, 2002; June 25, 2009</u>

### **POLICY STATEMENT:**

It shall be the responsibility of each Board Member to become adequately informed about the activities of the CSB and its continuum of services. In order to assist Members in becoming knowledgeable about the CSB's continuum of services, Board training programs shall be developed and made available to all Board Members on a regular and routine basis.

### **BACKGROUND:**

Rapidly changing social conditions, community needs and resources have resulted in the increased complexity of CSB services. These changes make it imperative that Board Members have additional ways to obtain information and to discuss services and activities in mental health, intellectual and developmental disabilities, and substance abuse. Board training programs promote an increased level of service continuum expertise. The Board training program is in addition to the general orientation provided to new Board Members.

### **IMPLEMENTATION:**

The Board Members and the Executive Director shall be responsible for the selection, development and implementation of the Board training programs. The Executive Director and staff of the Board shall provide required technical support. The Board training program will be incorporated in regular monthly meeting agendas, and other training events will be planned and scheduled as the Board Members deem necessary.



## HAMPTON-NEWPORT NEWS COMMUNITY SERVICES BOARD

POLICY	<u># 012</u>
TITLE	<u>Selection of the Executive Director</u>
PROPOSED	<u>November, 1989</u>
ADOPTED	<u>January 16, 1990</u>
REVIEWED	<u>January 20, 1994; October 7, 1996; April 26, 1999; February 24, 2000; March 11, 2002; April 24, 2003; June 1, 2004; June 23, 2005; June 22, 2006; March 22, 2007; March 31, 2008; June 17, 2010; December 2, 2010; February 22, 2012; May 23, 2013; June 19, 2014; May 28, 2015; February 29, 2016</u>
REVISED	<u>November 21, 1996; May 20, 1999; June 28, 2001; June 25, 2009</u>

### **POLICY STATEMENT:**

In accordance with State law, the Board shall select a qualified Executive Director and prescribe his/her duties, responsibilities, and compensation. The Board shall conduct an annual review of the Executive Director's performance and place its findings in the Executive Director's official personnel file. This performance evaluation will be based on a comparison with the Executive Director's Work Performance Contract which will be developed and approved by the Board.

### **BACKGROUND:**

Under Section 37.2-504.6 of the *Code of Virginia*, the selection of the Executive Director is the responsibility of the Board. The Department shall approve the selection of the Executive Director for adherence to minimum qualifications established by the Department. The contract with the Executive Director will be reviewed for legal content by legal counsel for the Board. It is essential for the Board to monitor the performance of its Executive Director. The Board through its Nomination and Selection Committee must, therefore, annually review the job description and actual performance of its Executive Director.

### **IMPLEMENTATION:**

The Board will be responsible for the selection of the CSB Executive Director. The Chairperson will be responsible for ensuring that a written annual evaluation of the Executive Director's performance is conducted and acted upon by the full Board.

## HAMPTON-NEWPORT NEWS COMMUNITY SERVICES BOARD

POLICY	<u># 013</u>
TITLE	<u>Contractual Authority</u>
PROPOSED	<u>November, 1989</u>
ADOPTED	<u>January 16, 1990</u>
REVIEWED	<u>January 20, 1994; October 7, 1996; April 26, 1999; February 24, 2000; May 15, 2001; March 11, 2002; April 24, 2003; June 1, 2004; June 23, 2005; June 22, 2006; March 22, 2007; March 31, 2008; June 17, 2010; February 22, 2012; May 23, 2013; June 19, 2014; May 28, 2015; February 29, 2016</u>
REVISED	<u>November 21, 1996; June 25, 2009; December 2, 2010</u>

### **POLICY STATEMENT:**

The Board, in accordance with applicable law, may enter into such contracts as are necessary to carry out the Board's purposes and responsibilities. The Board authorizes the Executive Director to execute approved contractual agreements to implement Board policies and programs.

### **BACKGROUND:**

The Board has been empowered by State and local statutes to enter into contractual agreements to carry out Board programs and responsibilities in accordance with Title 37.2, Chapter 5, Section 504(4) of the *Code of Virginia*, 1950, as amended.

### **IMPLEMENTATION:**

The Board shall delegate contract signature authority, where appropriate, to the Executive Director for carrying out its policies, programs, funding, and other contractual agreements necessary for effective implementation of the Board's approved activities.

## HAMPTON-NEWPORT NEWS COMMUNITY SERVICES BOARD

POLICY	<u># 014</u>
TITLE	<u>Liability Insurance</u>
PROPOSED	<u>November, 1989</u>
ADOPTED	<u>January 16, 1990</u>
REVIEWED	<u>January 20, 1994; October 7, 1996; April 26, 1999; February 24, 2000; May 15, 2001; March 11, 2002; April 24, 2003; June 1, 2004; June 23, 2005; June 22, 2006; March 22, 2007; March 31, 2008; June 25, 2009; June 17, 2010; February 22, 2012; May 23, 2013; June 19, 2014; May 28, 2015; February 29, 2016</u>
REVISED	<u>January 20, 1994; November 21, 1996; May 20, 1999; December 2, 2010</u>

### **POLICY STATEMENT:**

The Board will ensure that all Board operated facilities, equipment, and vehicles have adequate liability insurance coverage, including, but not necessarily limited to, hazard insurance, general liability insurance, and automobile insurance, and that all Board programs, Members, volunteers and staff have adequate liability insurance coverage.

### **BACKGROUND:**

In view of the nationwide increase in litigation against municipal governments and their agents and employees, it is imperative that the Board itself and agency staff be covered by a comprehensive liability insurance program. This liability coverage must provide adequate coverage to Board Members and staff who may be the subject of litigation which results from carrying out assigned duties, responsibilities, and activities, as well as providing coverage against losses caused by hazards or accidents.

### **IMPLEMENTATION:**

The Executive Director shall ensure that the Board Members and staff are included in an adequate program of liability insurance covering all official acts of the agency and its staff, and that an annual review of the adequacy of the risk protection package is conducted by staff of the Board. The Executive Director shall also ensure that proper hazard, general liability, and automobile insurance policies are maintained.

## HAMPTON-NEWPORT NEWS COMMUNITY SERVICES BOARD

POLICY	<u># 015</u>
TITLE	<u>Legal Matters</u>
PROPOSED	<u>November, 1989</u>
ADOPTED	<u>January 16, 1990</u>
REVIEWED	<u>January 20, 1994; October 7, 1996; April 26, 1999; February 24, 2000; May 15, 2001; March 11, 2002; April 24, 2003; June 1, 2004; June 23, 2005; June 22, 2006; March 22, 2007; March 31, 2008; June 25, 2009; June 17, 2010; December 2, 2010; February 22, 2012; May 23, 2013; June 19, 2014; May 28, 2015; February 29, 2016</u>
REVISED	<u>January 20, 1994; November 21, 1996</u>

### **POLICY STATEMENT:**

The Board, as an extension of local government, shall contract with a local Attorney at Law to provide legal counsel. The Hampton City Attorney and the Newport News City Attorney shall be consulted in matters pertinent to the two Cities.

### **BACKGROUND:**

The CSB as a public agency established by the City Councils of Hampton and Newport News in accordance with Virginia State law must have available to it legal counsel, when necessary.

### **IMPLEMENTATION:**

The Board will contract with an Attorney at Law for ongoing legal assistance and advice in order to enable the Board to meet all its State and local statutory responsibilities. The Virginia Public Procurement Act provides guidance for the recruitment and selection of legal counsel. The Board will obtain legal assistance and advice from the Hampton City Attorney and the Newport News City Attorney as required.

## HAMPTON-NEWPORT NEWS COMMUNITY SERVICES BOARD

POLICY	<u># 016</u>
TITLE	<u>Use of Volunteers</u>
PROPOSED	<u>November, 1989</u>
ADOPTED	<u>January 16, 1990</u>
REVIEWED	<u>January 20, 1994; October 7, 1996; April 26, 1999; February 24, 2000; May 15, 2001; March 11, 2002; April 24, 2003; June 1, 2004; June 23, 2005; June 22, 2006; March 22, 2007; March 31, 2008; June 25, 2009; June 17, 2010; January 6, 2011; February 22, 2012; May 23, 2013; June 19, 2014; May 28, 2015; February 29, 2016</u>
REVISED	<u>January 20, 1994; November 21, 1996</u>

### **POLICY STATEMENT:**

The Board recognizes the vital contributions that citizen volunteers make to the Board's programs and activities. In recognition of this, the Board actively encourages the use of volunteers in carrying out the programs of the Board.

### **BACKGROUND:**

The vital contribution of volunteers in past Board programs and activities is recognized. The continuation of this volunteer usage is endorsed by the Board. Staff is actively encouraged to recruit, train, and use volunteers in all future Board funded programs with special emphasis on creative use of volunteers in non-traditional ways. The activities of Board program volunteers must include an adequate level of liability coverage.

### **IMPLEMENTATION:**

The Executive Director is charged with the responsibility of insuring that maximum use is made of volunteers in carrying out the programs of the Board, and in developing procedures for the appropriate supervision of volunteer time. This issue of using volunteers to complement staff activities will be included in all staff analysis of future Board supported programs.

## HAMPTON-NEWPORT NEWS COMMUNITY SERVICES BOARD

POLICY	<u># 017</u>
TITLE	<u>Rights of Clients</u>
PROPOSED	<u>November, 1989</u>
ADOPTED	<u>January 16, 1990</u>
REVIEWED	<u>January 20, 1994; October 7, 1996; April 26, 1999; February 24, 2000; May 15, 2001; March 11, 2002; April 24, 2003; June 1, 2004; June 23, 2005; June 22, 2006; March 22, 2007; March 31, 2008; June 25, 2009; June 17, 2010; February 22, 2012; May 23, 2013; June 19, 2014; May 28, 2015 ; February 29, 2016</u>
REVISED	<u>January 20, 1994; November 21, 1996; May 20, 1999; April 25, 2002; February 24, 2011</u>

### **POLICY STATEMENT:**

The Board shall establish policies and procedures which ensure that the rights of its clients are protected. These policies and procedures shall be in compliance with all applicable Federal, State, and local statutes and regulations.

### **BACKGROUND:**

Client abuse or mistreatment is defined as any act or omission inconsistent with prescribed treatment and care which results in physical or emotional pain or distress to the client. To ensure the protection of the rights of its clients, each program operated by or contracted for by the Board shall adopt as policy and implement a program to protect client rights. For Board contracted programs, this requirement will be made part of the contractual agreement between the Board and the contracting agency.

### **IMPLEMENTATION:**

Designated CSB staff shall provide support to the Local Human Rights Committee. The Executive Director shall be responsible for the implementation of all policies and procedures which ensure protection of clients in accordance with all applicable Federal, State, and local statutes and regulations.

## HAMPTON-NEWPORT NEWS COMMUNITY SERVICES BOARD

POLICY	<u># 018</u>
TITLE	<u>Client Information</u>
PROPOSED	<u>November, 1989</u>
ADOPTED	<u>January 16, 1990</u>
REVIEWED	<u>January 20, 1994; October 7, 1996; April 26, 1999; February 24, 2000; May 15, 2001; March 11, 2002; April 24, 2003; June 1, 2004; June 23, 2005; June 22, 2006; March 22, 2007; March 31, 2008; June 25, 2009; June 17, 2010; January 6, 2011; February 22, 2012; May 23, 2013; June 19, 2014; May 28, 2015 ; February 29, 2016</u>
REVISED	<u>January 20, 1994; November 21, 1996</u>

### **POLICY STATEMENT:**

All Board programs must have an appropriate procedure for the dissemination of client information which is in accordance with the provisions of Federal, State, and local laws, the 1976 Virginia Privacy Protection Act, and other specific requirements of funding agencies. In addition, the Board shall ensure that its contractual agencies are in compliance with client information statutes and regulations.

### **BACKGROUND:**

The issue of release of certain client information must be addressed by programs of the Board in such a manner as to comply with Federal, State and local statutes and regulations designed to protect client information. At the same time, the programs of the Board, either directly operated or contracted for, must adopt specific internal procedures that facilitate the sharing of client data, and obtaining and releasing of client information necessary for effective case management while complying with client confidentiality standards.

### **IMPLEMENTATION:**

The Executive Director, in conjunction with appropriate staff and with the advice of legal counsel, will develop and implement internal procedures governing the process to obtain and release client information, and to share client data. All contractual agency agreements will also include adequate provisions to ensure compliance with client information requirements.

## HAMPTON-NEWPORT NEWS COMMUNITY SERVICES BOARD

POLICY	<u># 019</u>
TITLE	<u>Fee Schedule</u>
PROPOSED	<u>November, 1989</u>
ADOPTED	<u>January 16, 1990</u>
REVIEWED	<u>January 20, 1994; October 7, 1996; April 26, 1999; February 24, 2000; May 15, 2001; March 11, 2002; April 24, 2003; June 1, 2004; June 23, 2005; June 22, 2006; March 22, 2007; March 31, 2008; June 25, 2009; June 17, 2010; February 22, 2012; May 23, 2013; June 19, 2014; May 28, 2015; February 29, 2016</u>
REVISED	<u>January 20, 1994; November 21, 1996; February 24, 2011</u>

### **POLICY STATEMENT:**

The Board shall adopt a reasonable schedule of fees and written procedures for the collection of fees from clients and third party payors. All fees shall be credited to the program's account and used only for community behavioral health services in compliance with Federal, State, and local policies. However, no one will be denied services due to an inability to pay.

### **BACKGROUND:**

The Board is required to develop and adopt appropriate fee systems for clientele of its programs and services. Fees are a vital part of the Board revenue projections, and these revenues help support the programs of the Board operated both directly and through contractual vendors.

### **IMPLEMENTATION:**

The Executive Director will include as part of the annual Community Services Board State budget submission estimates of client fee revenue based on reasonable fee schedules for each program. The specific fee schedules for program areas will be adopted as part of the process each fiscal year in developing the budget submission to the State.



## HAMPTON-NEWPORT NEWS COMMUNITY SERVICES BOARD

POLICY	<u># 020</u>
TITLE	<u>Administrative Policies and Procedures</u>
PROPOSED	<u>November, 1989</u>
ADOPTED	<u>January 16, 1990</u>
REVIEWED	<u>January 20, 1994; October 7, 1996; April 26, 1999; February 24, 2000; May 15, 2001; March 11, 2002; April 24, 2003; June 1, 2004; June 23, 2005; June 22, 2006; March 22, 2007; March 31, 2008; June 25, 2009; June 17, 2010; February 22, 2012; May 23, 2013; June 19, 2014; May 28, 2015; February 29, 2016</u>
REVISED	<u>January 20, 1994; November 21, 1996; May 20, 1999; February 24, 2011</u>

### **POLICY STATEMENT:**

The Board shall delegate to its Executive Director the responsibility to implement its policies and other required management responsibilities through the use of administrative policies and procedures. Administrative policies and procedures shall be presented to the Board for its information as necessary, and includes the CSB IT (Information Technology) Plan, Risk Management Procedures, Human Rights Policies and Procedures, and Quality Management Policies and Procedures.

### **BACKGROUND:**

The Board performs or delegates the performance of a number of responsibilities. In order to efficiently carry out its policies, the Board delegates authority to the Executive Director for the administrative management of CSB operations. The Executive Director will issue appropriate administrative policies and procedures to insure staff compliance with all Board Policies, and Federal, State, and local regulations.

### **IMPLEMENTATION:**

The Executive Director will develop a system of administrative policies and procedures to carry out Board Policies and to effectively manage Board programs and activities.

## HAMPTON-NEWPORT NEWS COMMUNITY SERVICES BOARD

POLICY	<u># 021</u>
TITLE	<u>Policy Development and Review System</u>
PROPOSED	<u>November, 1989</u>
ADOPTED	<u>January 16, 1990</u>
REVIEWED	<u>January 20, 1994; October 7, 1996; April 26, 1999; February 24, 2000; May 15, 2001; March 11, 2002; April 24, 2003; June 1, 2004; June 23, 2005; June 22, 2006; March 22, 2007; March 31, 2008; June 25, 2009; June 17, 2010; February 22, 2012; May 23, 2013; June 19, 2014; May 28, 2015 ; February 29, 2016</u>
REVISED	<u>January 20, 1994; November 21, 1999; March 24, 2011</u>

### **POLICY STATEMENT:**

The Board shall establish a procedure to provide for continuous development, review, and adoption of Board policies. These policy guidelines are designed to assist the Board in fulfilling its mandated responsibilities. The procedure to develop new Board policy guidelines for Board consideration must allow for both Board Members and staff to submit proposed policies for consideration.

### **BACKGROUND:**

The Board policies are written statements of principle or procedure which serve to guide actions by the Board and staff in providing public behavioral health services to the Cities of Hampton and Newport News. The method adopted by the Board to continuously review and update existing policies and to develop new policies must follow a known procedure. This will allow proposed policies to receive timely Board and staff review prior to full Board consideration.

### **IMPLEMENTATION:**

The Executive Director is responsible for ensuring an annual review of all existing Board policies. The Executive Director will also develop a format to be used in preparation and review of all proposed Board policies. The procedure will be as follows: 1) Any Board Member or staff may propose a policy or propose a revision to an existing policy. 2) The proposed policy or proposed revision to an existing policy will be drafted by the proposer using the format provided by the Executive Director. 3) The proposed policy or proposed revision to an existing policy will be forwarded to the Members of the Board for review. Prior to consideration and action on a proposed policy, the Executive Director will provide the Board Members with recommendations.

## HAMPTON-NEWPORT NEWS COMMUNITY SERVICES BOARD

POLICY	<u># 022</u>
TITLE	<u>CSB Comprehensive Strategic Plan</u>
ADOPTED	<u>January 16, 1990</u>
REVIEWED	<u>March 18, 1993; January 20, 1994; October 7, 1996; April 26, 1999; February 24, 2000; May 15, 2001; March 11, 2002; April 24, 2003; June 1, 2004; June 23, 2005; June 22, 2006; March 22, 2007; March 31, 2008; February 22, 2012; May 23, 2013; June 19, 2014; May 28, 2015; February 29, 2016</u>
REVISED	<u>March 18, 1993; January 20, 1994; November 21, 1996; June 25, 2009; June 17, 2010; March 24, 2011</u>

### **POLICY STATEMENT:**

The Board will annually update the existing CSB Comprehensive Strategic Plan for the delivery of publicly assisted behavioral health services to the residents of Hampton and Newport News. The comprehensive strategic plan update process will allow for maximum opportunity for public and private agencies and residents of Hampton and Newport News to have input to the Plan.

### **BACKGROUND:**

In order to provide for the orderly development and implementation of publicly assisted behavioral health services in the community and in order to fulfill its legal responsibilities, the Board will prepare a Comprehensive Strategic Plan. This plan will be updated annually and will be the basis for the Board's annual budget submissions to the Cities of Hampton and Newport News and to the State Department of Behavioral Health and Developmental Services. The Comprehensive Strategic Plan will, at a minimum, include the following: 1) assessment of community needs; 2) identification of existing community resources; 3) program and service definitions; 4) levels of funding, staffing and facilities required to implement planned programmatic responses; 5) establishment of criteria for setting Board program priorities; 6) coordination with local, regional, and State plans; and 7) identification of alternative methods to address community service needs, when appropriate.

### **IMPLEMENTATION:**

Members of the Board and Management Team are jointly responsible for conducting the planning process to carry out this Board Policy. The planning process will include an annual Board/Management Team Retreat in order to review existing programs and priorities established by the Board and staff. This process will also include a review of priorities related to our organization which have been identified by the Cities of Hampton and Newport News, the

Department of Behavioral Health and Developmental Services, and citizens of the two Cities. The Board may conduct a Public Hearing for the purpose of receiving commentary on the Plan Update as deemed necessary.

## HAMPTON-NEWPORT NEWS COMMUNITY SERVICES BOARD

POLICY	<u># 023</u>
TITLE	<u>Personnel Policies and Management</u>
PROPOSED	<u>November, 1989</u>
ADOPTED	<u>January 16, 1990</u>
REVIEWED	<u>January 20, 1994; October 7, 1996; April 26, 1999; February 24, 2000; May 15, 2001; March 11, 2002; April 24, 2003; June 1, 2004; June 23, 2005; June 22, 2006; March 22, 2007; March 31, 2008; June 25, 2009; June 17, 2010; February 3, 2011; February 22, 2012; May 23, 2013; June 19, 2014; May 28, 2015; February 29, 2016</u>
REVISED	<u>January 20, 1994; November 21, 1996</u>

### **POLICY STATEMENT:**

The Board shall develop and adopt a personnel management system.

### **BACKGROUND:**

The Board must have a sound personnel management system which allows recruitment, selection, promotion, and equitable treatment of its employees. The personnel system must have a comprehensive set of written policies and procedures which govern salaries, fringe benefits, hiring and promotional procedures, termination of employment, and all other facets of personnel administration.

### **IMPLEMENTATION:**

The Executive Director will provide to the Board recommended Personnel Policies for review and approval. The Executive Director shall be responsible for insuring that the Board operated programs comply with the CSB Personnel Policies and Procedures.

## HAMPTON-NEWPORT NEWS COMMUNITY SERVICES BOARD

POLICY	<u># 024</u>
TITLE	<u>Agency Financial System</u>
PROPOSED	<u>November, 1989</u>
ADOPTED	<u>January 16, 1990</u>
REVIEWED	<u>January 20, 1994; October 7, 1996; April 26, 1999; February 24, 2000; May 15, 200; March 11, 2002; April 24, 2003; June 1, 2004; June 23, 2005; June 22, 2006; March 22, 2007; March 31, 2008; June 25, 2009; June 17, 2010; February 22, 2012; June 19, 2014; May 28, 2015; February 29, 2016</u>
REVISED	<u>January 20, 1994; November 21, 1996; March 24, 2011; May 23, 2013</u>

### **POLICY STATEMENT:**

The Board shall develop and adopt a financial management and accounting system to meet its program and financial responsibilities. The Board financial system must be capable of meeting all Federal, State and local programs and financial reporting and auditing requirements.

### **BACKGROUND:**

The Board is responsible for the budgeting, receipt, and expenditure of private and public funds in providing programs to the citizens of Hampton and Newport News. The Board financial management and accounting system will ensure that all public monies are properly managed in accordance with Federal, State and local financial accountability standards.

### **IMPLEMENTATION:**

The Executive Director, in cooperation with appropriate CSB staff, is responsible for ensuring that all CSB financial transactions are in accordance with Federal, State, and local budgeting and accounting requirements. An independent accounting firm will be selected by the Board to provide annually an audit of its financial affairs. The final audit report and opinions will be presented for review by the appropriate Committee prior to consideration and acceptance by the full Board.

## HAMPTON-NEWPORT NEWS COMMUNITY SERVICES BOARD

POLICY	<u># 025</u>
TITLE	<u>Budget Preparation and Revision Approval Process</u>
PROPOSED	<u>November, 1989</u>
ADOPTED	<u>January 16, 1990</u>
REVIEWED	<u>January 20, 1994; October 7, 1996; April 26, 1999; February 24, 2000; May 15, 2001; March 11, 2002; April 24, 2003; June 1, 2004; June 23, 2005; June 22, 2006; March 22, 2007; March 31, 2008; June 17, 2010; February 22, 2012; May 23, 2013; June 19, 2014; May 28, 2015; February 29, 2016</u>
REVISED	<u>January 20, 1994; November 21, 1996; May 20, 1999; June 25, 2009; March 24, 2011</u>

### **POLICY STATEMENT:**

The Board shall develop and adopt a budget preparation and review procedure which results in timely approval of local and State budget submissions on an annual basis.

### **BACKGROUND:**

A Comprehensive program of services (annual operating budget) will be adopted by the Board on an annual basis. This Plan will be the basis for staff preparation and Committee review of the Board's annual local and State budget submissions. The annual agency budget requests will, therefore, be the Board's actions to implement the first year of the Plan.

### **IMPLEMENTATION:**

The Executive Director will be responsible for submitting for the Board's consideration the annual local and State budget requests. These budget submissions will be reviewed by the Budget, Finance and Audit Committee prior to full Board consideration, and will be based on estimated available resources, and program and funding priorities identified by the Board in the adoption of its Plan. Budget revision requests are presented to the Budget, Finance and Audit Committee by the Executive Director.

## HAMPTON-NEWPORT NEWS COMMUNITY SERVICES BOARD

POLICY	<u># 026</u>
TITLE	<u>Criteria for Board Funding of Contractual Agency Programs</u>
PROPOSED	<u>November, 1989</u>
ADOPTED	<u>January 16, 1990</u>
REVIEWED	<u>January 20, 1994; October 7, 1996; April 26, 1999; February 24, 2000; May 15, 2001; March 11, 2002; April 24, 2003; June 1, 2004; June 23, 2005; June 22, 2006; March 22, 2007; March 31, 2008; June 17, 2010; February 3, 2011; February 22, 2012; May 23, 2013; June 19, 2014; May 28, 2015; February 29, 2016</u>
REVISED	<u>January 20, 1994; November 21, 1996; June 25, 2009</u>

### **POLICY STATEMENT:**

The Board may enter into contractual agreements with other community agencies or groups for the provision of behavioral health services. In order to be considered for Board funding support, a proposed program must meet minimum Board criteria including assurance that: 1) the proposed program provides services in mental health, intellectual and developmental disabilities, or substance abuse; 2) the proposed program meets priority needs as identified by the Board in its Comprehensive Plan; and 3) the agency requesting funding support has already demonstrated or is judged to have sufficient programmatic and fiscal capacity to fulfill its proposed contract with the Board. The Public Procurement process is utilized in the management of competition for programmatic and professional resources.

### **BACKGROUND:**

The Board has the option of directly providing or contracting for needed community services. The utilization of a contractual agreement with other community agencies to provide needed services in mental health, intellectual and developmental disabilities or substance abuse fields may be an appropriate method of providing needed programs. In order for the Board to decide whether it will contract with another agency to deliver services, the Board should adopt criteria on the types of agencies and programs it will consider for funding support.

### **IMPLEMENTATION:**

The Executive Director shall review all requests for Board funding support to determine whether proposed programs meet Board criteria. This determination will be forwarded to the full Board for its consideration.



## HAMPTON-NEWPORT NEWS COMMUNITY SERVICES BOARD

POLICY	<u># 027</u>
TITLE	<u>Client Data/Management Information System</u>
PROPOSED	<u>November, 1989</u>
ADOPTED	<u>January 16, 1990</u>
REVIEWED	<u>January 20, 1994; October 7, 1996; April 26, 1999; February 24, 2000; May 15, 2001; March 11, 2002; April 24, 2003; June 1, 2004; June 23, 2005; June 22, 2006; March 22, 2007; March 31, 2008; June 25, 2009; June 17, 2010; February 3, 2011; February 22, 2012; May 23, 2013; June 19, 2014; May 28, 2015; February 29, 2016</u>
REVISED	<u>November 21, 1996</u>

### **POLICY STATEMENT:**

The Board shall ensure that a Client Data/Management Information System is established for its programs and activities. This system will provide the Board and staff with needed information to effectively plan for and evaluate all Board funded programs, including directly operated and contractual programs.

### **BACKGROUND:**

In order to effectively plan and monitor CSB activities and to comply with Federal and State reporting requirements, a client data/management information system must be developed and implemented. This system will serve as a useful tool to assist the Board in determining the effectiveness of existing programs, funding priorities, effective utilization of staff, who in the community are the recipients of Board funded programs, and what the needed levels of service are for the community.

### **IMPLEMENTATION:**

The Executive Director will be responsible for developing and implementing a Client Data/Management Information System. This system will be coordinated with appropriate local, State and Federal agencies and programs.

## HAMPTON-NEWPORT NEWS COMMUNITY SERVICES BOARD

POLICY	<u># 028</u>
TITLE	<u>Evaluation System</u>
PROPOSED	<u>November, 1989</u>
ADOPTED	<u>January 16, 1990</u>
REVIEWED	<u>January 20, 1994; October 7, 1996; April 26, 1999; February 24, 2000; May 15, 2001; March 11, 2002; April 24, 2003; June 1, 2004; June 23, 2005; June 22, 2006; March 22, 2007; March 31, 2008; June 25, 2009; June 17, 2010; February 22, 2012; June 19, 2014; May 28, 2015; February 29, 2016</u>
REVISED	<u>January 20, 1994; November 21, 1996; May 20, 1999; March 24, 2011; May 23, 2013</u>

### **POLICY STATEMENT:**

The Board shall develop and adopt an evaluation system which will insure that all Board operated programs and contractual agencies receive regular and appropriate evaluations. The evaluation system will be designed to allow the Board to review whether its programs are effectively and efficiently meeting their goals and objectives and the effect of the program on the individuals served.

### **BACKGROUND:**

A CSB evaluation system is an essential part of the Board's responsibilities to insure that all Board programs are continuously reviewed to determine their continued need, effectiveness, and efficient operation. The evaluation system must include monitoring of needed levels of service, quality of care, efficient program management, customer satisfaction, individual based planning, staff training needs, to be accountable to funding sources, and to utilize outcome data to improve program performance. Although each service may not necessarily design the same format for outcome evaluation, the essential elements and developmental principles for program evaluation should be consistent.

### **IMPLEMENTATION:**

The Executive Director will be responsible for developing a CSB evaluation system. Each Board program is responsible for the development of an evaluation approach which includes a data base that is appropriate for that program. The Executive Director will utilize aspects of the

accreditation process, licensure, and client data system (CCS3) in the evaluation of CSB programs. Each program evaluation design should include the following components: a statement of purposes, program goals and objectives, measures of effectiveness, measures of efficiency, measures of individual's satisfaction, a description of program services, target population, and admission criteria, as well as how information and results will be communicated and used. In addition to regularly scheduled evaluations, the Executive Director shall conduct an immediate evaluation and report those findings to the Board whenever the operation of a program is called into question and an immediate program evaluation is indicated. The Board shall receive and review an annual outcome evaluation report which describes the results of the evaluation system.

## HAMPTON-NEWPORT NEWS COMMUNITY SERVICES BOARD

POLICY	<u># 029</u>
TITLE	<u>Resource Development</u>
PROPOSED	<u>November, 1989</u>
ADOPTED	<u>January 16, 1990</u>
REVIEWED	<u>January 20, 1994; October 7, 1996; April 26, 1999; February 24, 2000; May 15, 2001; March 11, 2002; April 24, 2003; June 1, 2004; June 23, 2005; June 22, 2006; March 22, 2007; March 31, 2008; June 25, 2009; June 17, 2010; February 22, 2012; May 23, 2013; June 19, 2014; May 28, 2015; February 29, 2016</u>
REVISED	<u>January 20, 1994; November 21, 1996; April 28, 2011</u>

### **POLICY STATEMENT:**

The Board develops and submits grant proposals developed by Board staff to support programs consistent with the Board Mission Statement and which address identified service needs. Whenever other public or private agencies request Board endorsement for a grant application, the Executive Director is authorized to approve or deny a letter of endorsement.

### **BACKGROUND:**

Resources for program support include local, State and federal block grant funds, fees, contributions, and donations. In addition, Board programs consistently research available State, federal, and private grants to augment program revenues and to meet identified services needs. The pursuit of various grants by Board staff occurs throughout each fiscal year and addresses needs identified in the Board's routine planning process.

Frequently, other public or private agencies request the Board's endorsement for grant applications which these other agencies submit on behalf of their own agency.

The following criteria, at a minimum, must be addressed in considering grant submissions both by the Board and by private or other public agencies requesting the Board's endorsement: 1) the relationship of the proposed grant application or proposed program to the Board's Comprehensive Strategic Plan; 2) the identification of specific grant goals and objectives; 3) the fiscal impact on local and State funding during the grant period and the estimated costs if the grant is recommended for State and local continuation funding after the grant period; 4) that appropriate coordination has occurred with other local and regional public and private agencies; and, 5) the inclusion of an adequate evaluation process to measure the effectiveness of the grant or program in meeting its objectives.

**IMPLEMENTATION:**

The Executive Director is responsible for ensuring this Board policy is implemented.

## HAMPTON-NEWPORT NEWS COMMUNITY SERVICES BOARD

POLICY	<u># 030</u>
TITLE	<u>Federal/State/Regional/Local</u> <u>Review of Projects, Initiatives, and Proposals</u>
PROPOSED	<u>November, 1989</u>
ADOPTED	<u>January 16, 1990</u>
REVIEWED	<u>January 20, 1994; October 7, 1996; April 26, 1999; February 24, 2000; May 15, 2001; March 11, 2002; April 24, 2003; June 1, 2004; June 23, 2005; June 22, 2006; March 22, 2007; March 31, 2008; June 17, 2010; February 22, 2012; May 23, 2013; June 19, 2014; May 28, 2015; February 29, 2016</u>
REVISED	<u>January 20, 1994; November 21, 1996; June 25, 2009; April 28, 2011</u>

### **POLICY STATEMENT:**

The Board shall develop and adopt a system for review of Federal, State, regional, and local projects, initiatives, and proposals which directly or potentially affect behavioral health and intellectual and developmental disability services.

### **BACKGROUND:**

The Board and staff are regularly requested to comment on a variety of human services projects, initiatives, and proposals which may affect Hampton and Newport News residents in the Board's areas of responsibilities. These requested comments are primarily from the State Mental Health Association, the ARC of Virginia, the Virginia Association of Community Services Boards, and the State Department of Behavioral Health and Developmental Services. Therefore, the Board and staff must have a clear procedure to provide timely comments on these projects, initiatives, and proposals. In addition, the Board comments may require coordination with other Hampton or Newport News agencies and staff.

### **IMPLEMENTATION:**

The Executive Director in concert with appropriate Board Committees recommends to the full Board approaches for responding to requests for comments on proposed projects, initiatives, and proposals which may impact behavioral health and intellectual and developmental disability services. Examples of these projects, initiatives, and proposals include recommendations on long term care, transportation of individuals with disabilities, and the Comprehensive Services Act.

## HAMPTON-NEWPORT NEWS COMMUNITY SERVICES BOARD

POLICY	<u>#031</u>
TITLE	<u>Quality Improvement Plan</u>
PROPOSED	<u>June, 1992</u>
ADOPTED	<u>June 18, 1992</u>
REVIEWED	<u>January 20, 1994; October 7, 1996; April 26, 1999; February 24, 2000; May 15, 2001; March 11, 2002; April 24, 2003; June 1, 2004; June 23, 2005; June 22, 2006; March 22, 2007; March 31, 2008; June 25, 2009; June 17, 2010; February 22, 2012; June 19, 2014; May 28, 2015; February 29, 2016</u>
REVISED	<u>January 20, 1994; November 21, 1996; April 28, 2011; May 23, 2013</u>

### **POLICY STATEMENT:**

The Board shall design and adopt a quality improvement system which will enhance the overall quality of client care and will improve the quality of service delivery to the community. The quality improvement plan shall provide guidance for management to promote organizational principles and to support a coordinated organization-wide quality improvement process. Each provider of services through a contractual arrangement with the Board shall maintain policies and procedures which will improve the quality of service delivery to the community. Each provider of (clinical) services, through a contractual arrangement with the Board, shall also maintain policies and procedures which will enhance the overall quality of client care.

### **BACKGROUND:**

Continual quality improvement involves a multitude of activities and a focus on all departments. A culture should be developed that maintains that "Quality is everybody's business". Of overriding importance is: quality improvement activities are ongoing, planned, systematic, and comprehensive; data collection and evaluation are adequate to identify problems; and, actions taken to solve problems are effective.

### **IMPLEMENTATION:**

The Executive Director is charged with providing the leadership and support for the development of a comprehensive, agency-wide, ongoing improvement system. The Executive Director will be responsible for ensuring that Board planning and budget efforts include the recognition of the personnel and financial resources necessary to carry out the approved plan and for authorizing actions to be taken in response to recommendations arising from QI activities. The Executive Director or designee will inform the Board of quality improvement activities via monthly Board reports, or as the need arises.

## HAMPTON-NEWPORT NEWS COMMUNITY SERVICES BOARD

POLICY	<u># 032</u>
TITLE	<u>Naming of Board Programs, Sites and Facilities</u>
PROPOSED	<u>November, 1992</u>
ADOPTED	<u>November 19, 1992</u>
REVIEWED	<u>January 20, 1994; October 7, 1996; April 26, 1999; February 24, 2000; May 15, 2001; March 11, 2002; April 24, 2003; June 1, 2004; June 23, 2005; June 22, 2006; March 22, 2007; March 31, 2008; June 17, 2010; April 7, 2011; February 22, 2012; June 19, 2014; May 28, 2015; February 29, 2016</u>
REVISED	<u>January 20, 1994; November 21, 1996; June 25, 2009; May 23, 2013</u>

### **POLICY STATEMENT:**

The Board shall approve the dedication and naming of all Board programs, sites, and facilities. The Board may utilize CSB staff, individuals receiving services and citizens in the community when determining the most appropriate designation for programs, sites and facilities.

### **BACKGROUND**

A tradition of the Board is to recognize the contributions of significant individuals to our system of care, and identify programs with names which communicate a positive, healthy response to problems associated with mental illness, intellectual and developmental disabilities, and substance abuse. This Policy is created in an effort to formally include Members of the Board in the process of naming all programs, sites, and facilities.

### **IMPLEMENTATION**

The Executive Director is charged with developing the process for recommending to the Board of Directors the names of CSB programs, sites, and facilities. In developing this process, the Executive Director will rely upon the guidance of the Management Team.



## HAMPTON-NEWPORT NEWS COMMUNITY SERVICES BOARD

POLICY	<u># 033</u>
TITLE	<u>Risk Management</u>
PROPOSED	<u>February, 1993</u>
ADOPTED	<u>March 18, 1993</u>
REVIEWED	<u>January 20, 1994; October 7, 1996; April 26, 1999; February 24, 2000; May 15, 2001; March 11, 2002; April 24, 2003; June 1, 2004; June 23, 2005; June 22, 2006; March 22, 2007; March 31, 2008; June 25, 2009; June 17, 2010; April 7, 2011; February 22, 2012; May 23, 2013; June 19, 2014; May 28, 2015; February 29, 2016</u>
REVISED	<u>January 20, 1994; November 21, 1996; May 20, 1999</u>

### **POLICY STATEMENT:**

The Board shall develop and implement a system for managing the risk associated with the administration, management, and delivery of community based services. The risk management system includes but is not limited to: staff training and orientation procedures; documentation of "incidents" which occur involving staff, clients and others; medication management; health and safety issues including transportation practices; and compliance with mandated local, State and Federal regulations.

### **BACKGROUND**

Prudent business practices, established policies and procedures, licensure regulations, audit requirements, etc., typically guide all staff in the discharge of responsibilities associated with management and direct service activities at the Community Services Board. The Members of the Board and staff have recognized the need to describe specific actions to take when accidents occur on the work site, when allegations are made regarding the "violation of clients rights", when property is damaged, or when errors occur with the packaging, delivery or administration of prescribed medications. In addition, the Federal Occupational, Safety and Health Administration (OSHA) has recently published revised, extensive regulations which directly affect the conduct of CSB business. The recently passed Federal Americans with Disabilities Act (ADA) also mandates certain requirements for the organization.

Staff have, in response to Board guidance, formed a sub-committee to address risk management issues. A staff orientation program, an incident reporting format, a prescribed method of securing legal assistance, procedures for compliance with OSHA requirements, a medicaid management manual, and a system for reporting and investigating allegations of client's rights violations have already been developed and implemented.

## **IMPLEMENTATION**

The Executive Director, with the assistance of appropriate CSB staff, shall be responsible for ensuring that the CSB Risk Management system includes all elements necessary to respond to mandated laws, regulations and policy, and that all CSB staff are aware of how to utilize the appropriate procedures. The Legal Counsel for the Board shall be consulted in the development of risk management policies and procedures.

## HAMPTON-NEWPORT NEWS COMMUNITY SERVICES BOARD

POLICY	<u># 034</u>
TITLE	<u>Input of Individuals Receiving Services</u>
PROPOSED	<u>September, 1993</u>
ADOPTED	<u>September 16, 1993</u>
REVIEWED	<u>January 20, 1994; October 7, 1996; April 26, 1999; February 24, 2000; March 11, 2002; April 24, 2003; June 1, 2004; June 23, 2005; June 22, 2006; March 22, 2007; March 31, 2008; June 25, 2009; June 17, 2010; February 22, 2012; June 19, 2014; May 28, 2015; February 29, 2016</u>
REVISED	<u>January 20, 1994; November 21, 1996; May 20, 1999; June 28, 2001; May 23, 2013</u>

### **POLICY STATEMENT:**

The Board shall develop mechanisms to receive input of individuals receiving services on a regular basis regarding services provided.

### **BACKGROUND**

Services provided by the Board, or coordinated through the Board, are responsive to the needs of individuals receiving services. In order for the Board to continually monitor the quality and appropriateness of service provision, the expectations of active and potential clients regarding service delivery are continually solicited. The input of individuals receiving services is valuable not only for outcome evaluation purposes, but to insure that services are responsive to the needs of the community and its citizens. Throughout the three decades of service to the communities of Hampton and Newport News, this citizen policy Board has involved individuals receiving services in program planning and evaluation.

### **IMPLEMENTATION**

The fifteen Member Board of Directors will be comprised in part by individuals who have or have had direct involvement or interest in the service delivery system as individuals receiving services, or immediate relatives of individuals receiving services (to the extent that each of the two City Councils appoint such individuals). Each program of the CSB shall develop appropriate mechanisms to solicit on a regular basis the feedback of individuals receiving services. For example, all clients, or family member(s)/guardian(s), participate in the development of their individual plan of services. Additionally, clients will be afforded the opportunity to participate in satisfaction surveys. As appropriate, programs will make use of

councils, advisory groups, and parent groups to assist professional staff in the development and delivery of services. The Board conducts Public Hearings as necessary for the purpose of soliciting citizen input, and schedules monthly public Board Meetings which include the opportunity for public commentary. The Executive Director and the Management Team are available for receiving commentary from individuals receiving services and the community.

## HAMPTON-NEWPORT NEWS COMMUNITY SERVICES BOARD

POLICY	<u># 035</u>
TITLE	<u>Accessibility Plan</u>
PROPOSED	<u>December, 1993</u>
ADOPTED	<u>January 20, 1994</u>
REVIEWED	<u>October 7, 1996; April 26, 1999; February 24, 2000; May 15, 2001; March 11, 2002; April 24, 2003; June 1, 2004; June 23, 2005; June 22, 2006; March 22, 2007; March 31, 2008; June 25, 2009; June 17, 2010; February 22, 2012; June 19, 2014; May 28, 2015; February 29, 2016</u>
REVISED	<u>November 21, 1996; March 16, 2000; May 23, 2013</u>

### **POLICY STATEMENT:**

The Board values the full participation of persons with disabilities for the purposes of program planning, for admission into clinical programs by individuals, and for determining staff and Board composition.

### **BACKGROUND:**

Since the establishment of the community based system of care in the Commonwealth in 1968, known as the Community Services Boards, individuals receiving services and family members of individuals with disabilities have been valued as advocates and individuals of services. Admission criteria, referral policies, service delivery sites, personnel selection and hiring practices, and staff training have all been determined with an eye towards making our organization readily available to persons with various disabilities.

### **IMPLEMENTATION:**

The Executive Director shall be responsible for providing a continual assessment of the agency's program locations and sites with an eye toward accessibility and barrier free architecture. New facility acquisitions are only considered if they are barrier free. Existing locations are improved when deficiencies are noted and appropriate alternate arrangements and/or referrals are made when the present site is not accessible to individuals with disabilities.

Accessibility is also defined as the ability to access services from the many programs offered by the Board in as convenient a manner as possible for the person with a disability. To this end, a

single admission intake process has been created. Services are available for the hearing impaired, and consultant agreements are in place for those people who require other resources, such as language interpreters. Referral arrangements are in place to provide services to those individuals the agency cannot accommodate.

The organization actively recruits individuals who are individuals receiving services/former individuals receiving services to serve on the Board of Directors, and to become active in the workforce either as an employee or volunteer. The Board has adopted a non-discrimination policy as part of its personnel policies for the organization. Staff selection and hiring practices reflect the Americans with Disabilities Act (ADA). Input from persons with disabilities is sought via public comment at Board Meetings, satisfaction questionnaires, councils, and from referral sources.