

ANNUAL PAIMI ADVISORY COUNCIL (PAC) SECTION OF THE PAIMI PROGRAM PERFORMANCE REPORT (PPR)

STATE: VA	FISCAL YEAR: 2014
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ANNUAL PAIMI ADVISORY COUNCIL (PAC) SECTION OF THE PAIMI PROGRAM PERFORMANCE REPORT (PPR)

SECTION A. GENERAL INFORMATION

Fiscal Year:	2014
State:	VA
Name of P&A System:	VIRGINIA - disAbility Law Center of Virginia
PAC Report Prepared By:	Colleen Miller Executive Director 804-225-2042
Name of PAC Chair:	Michael Newcomb
Telephone Number:	804-225-2042
Email Address:	michaelwnewcomb@gmail.com
Date Submitted:	11/5/2014
By signing this document, the chair certifies that this report reflects the consensus of the PAC members.	

SECTION B. PAIMI ADVISORY COUNCIL (PAC)	
Under Primary ID, select ONLY ONE (1) primary identity for each PAC member position [B.1.b. - B.1.h.] that is mandated per the PAIMI Act & Rules).	Primary Identification Total
B.1.a. The total number of seats on the PAC.	12
B.1.b. Individuals who are recipients/former recipients (R/FR) of mental health services.	4
B.1.c. Family members of individuals who are recipients/former recipients (R/FR) of mental health services.	4
B.1.d. Family members of a minor child or youth (under 18 years old) who has received or is receiving mental health services.	1
B.1.e. Mental health service providers.	1
B.1.f. Mental health professionals.	1
B.1.g. Attorneys.	1
B.1.h. Individuals from the public knowledgeable about mental illness.	0
B.1.i. Others (please identify by position held).	0
B.1.j. Vacancies as of 9/30. [Identify each vacant position & the date it was vacated].	0
B.1.k. Total number of PAC members serving on 9/30.	12
B.1.l. Number of PAC members who are either CR/FR of MH services or family members of these individuals (count each PAC member only once).	9
B.1.m. Percentage of PAC members who are either CR/FR of MH services or family members of these individuals [B.1.l. divided by B.1.k.]	75%
B.2. REPRESENTATION OF THE CHAIR	
B.2. Is the PAC Chair an individual who has received or is receiving mental health services, or a family member of an individual who has received or is receiving mental health services?	Yes
B.3. TERMS	
B.3.a. Term of Appointment (Number of years)	4
B.3.b. Maximum Number of Terms a Member May Serve	2
B.3.c. Frequency of Meetings	Quarterly
B.3.d. Number of Meetings Held in the FY (3 is the mandated minimum)	4
B.3.e. Number (%Average) of PAC members present at Meeting.	76%

SECTION C. PAC ETHNICITY & RACIAL DIVERSITY	
C.1. ETHNICITY	Number of Pac Members
C.1.a. Hispanic or Latino	0
C.1.b. Not of Hispanic Origin	12
C.1.c. Total	12
C.2. RACE	
C.2.a. American Indian or Alaska Native	0
C.2.b. Asian	0
C.2.c. Black or African American	4
C.2.d. Native Hawaiian/Other Pacific Islander	0
C.2.e. White	8
C.2.f. Two or More Races	0
C.2.g Total	0
C.3.a. Total Number of PAC member vacancies on September 30.	0
SECTION D. GENDER OF PAC MEMBERS	
D.1. Male	4
D.2. Female	8
D.3. Total	12

SECTION E. GOVERNING BOARD INFORMATION

E.1. FOR STATE-OPERATED P&A SYSTEMS ONLY:

E.1.a. Is this a State-operated P&A system?	No
E.1.b. Does this State-operated system have a Governing Board/Authority authorized by State statute?	N/A
E.1.c. If the answer to item E.1.b. is Yes, does the PAC Chair sit on the Governing Board/Authority as a full voting member?	N/A
E.1.d. If the answer to item E.1.c. is no, briefly explain (e.g., State statute determines Governing Board/Authority composition, etc.).	
N/A	

E.2. FOR PRIVATE, NOT-FOR-PROFIT P&A SYSTEMS ONLY:

E.2.a. Does the P&A system have a multi-member Governing Board?	Yes
E.2.b.1. Number of Governing Board members.	11
E.2.b.2. Is the PAC Chair a full voting member of the Governing Board?	Yes
E.2.b.3. If you answered No to E.2.b.2., then explain why the PAC Chair is not a full voting member of the Governing Board as mandated by the PAIMI Rules at 42 CFR 51.22(b)(3).	
N/A	
E.2.b.4. Do any other PAC members hold seats on the Governing Board?	No
E.2.b.5. If Yes, how many seats?	N/A

SECTION F. PAC ACTIVITIES [See PAIMI Act - 42 U.S.C. 10805(7)]

F.1. Are P&A program staff invited to attend PAC meetings?	Yes
F.1.a. Did any of the invited program staff attend?	Yes
<p>F.2.a. If the answer to F.1. is Yes, please identify the positions of staff (e.g., PAIMI Coordinator, Mental health advocate, etc.) who are usually invited to attend.</p> <p>Executive Director Council & Volunteer Program Coordinator Administrative Assistant Disability Rights Advocate(s) Staff Attorney(s) Team Leader(s) Deputy Director(s)</p>	
<p>F.2.b. If the answer to F.1.a. is Yes, please identify the positions of the program staff in attendance (e.g., one advocate, one attorney) and their role at the meetings, e.g., information sharing, etc.</p> <p>Executive Director: The Executive Director attended all PAC meetings to answer PAC members' questions, most often related to dLCV's quarterly Progress on Objectives, Litigation, and Budget Expenditure Reports. Additionally, the Executive Director provides updates on state and federal legislative activities that have actual or potential ramifications for PAIMI-related programs and stakeholders. During Fiscal Year 2014, the Executive Director informed the PAC of dLCV's emphasis to promote the best practice of trauma-informed care in mental health treatment settings, as well as PAIMI-related goals and objectives and budget expenditures.</p> <p>Council & Volunteer Program Coordinator: For Fiscal Year 2014, the Council & Volunteer Program Coordinator attended all PAC meetings and was available to support the PAC Chair with planning and running these quarterly meetings. With PAC members' input, this coordination included developing meeting agendas, identifying Disability Rights Advocates, Staff Attorneys, and Team Leaders and Deputy Directors most appropriate to facilitate various council trainings and work sessions, and disseminating information about relevant events and educational opportunities. In accordance with PAC members' wishes, the Council & Volunteer Program Coordinator supported the PAC in forming subcommittees designed to focus on the following: bylaw revision; strategic input to yearly goals and objectives; and education and outreach to the public.</p> <p>Administrative Assistant: An Administrative Assistant attended all PAC meetings to provide administrative support to the Council as needed. Typically, this involves taking meeting minutes and ensuring an accurate accounting of meeting participants.</p> <p>Disability Rights Advocate(s), Staff Attorney(s), and Team Leader(s), Deputy Director(s): One or more Disability Rights Advocates, Staff Attorneys, Team Leaders or Deputy Directors attended all PAC meetings to facilitate work sessions and trainings on issues related to the PAIMI Program.</p>	
<p>F.2.c. If the answer to F.1. is No, you <i>MAY</i> provide a brief explanation.</p> <p>N/A</p>	
F.3.a. Were governing board members, excluding the PAC Chair, invited to PAC meetings?	Yes

SECTION F. PAC ACTIVITIES [See PAIMI Act - 42 U.S.C. 10805(7)]

F.3.b. If you answered Yes to F.3.a., which governing board members were invited, for what purpose (e.g., informational, etc.) and did they attend?

Governing Board members are invited to quarterly PAC meetings throughout the year, and attendance rotates among current Governing Board members. Three different board members, including the Board Chair, attended the PAC's Fiscal Year 2014 meetings, allowing council members maximum exposure to the Governing Board's diverse membership and vice versa. Board members have dedicated time on each PAC meeting agenda to greet the council, to update on pertinent Board activities, and to provide other significant agency updates as needed.

F.3.c. Did any of the invited governing board members attend?	Yes
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F.4. Did the PAC work jointly with the governing board to develop the annual PAIMI priorities? [42 CFR 51.23(a)(2)]	Yes
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F.4.a. If Yes, Briefly describe these joint activities.

Based on their professional and personal experiences, the PAC provided feedback on the dLCV's progress towards meeting annual PAIMI priorities and offers recommendations for the development of future PAIMI priorities during each quarterly council meeting. This feedback is also informed by regular Progress on Objectives and Litigation Reports, furnished by dLCV, and discussions with dLCV's Executive Director and other PAIMI Program staff during PAC meetings.

Since both the PAC Chair and a representative from dLCV's Governing Board attended each of the quarterly PAC meetings, the council's recommendations for the development of PAIMI priorities were communicated quickly and easily to the Governing Board. Likewise, the PAC Chair served on dLCV's Governing Board as an ex-officio member and had an opportunity to address board members during quarterly Governing Board meetings. This involvement provided an opportunity to reiterate PAC recommendations related to the development of future PAIMI priorities.

dLCV's Deputy Director for Compliance and Quality Assurance was responsible for staffing the Governing Board's Public Comment and Priorities Committee, which is the primary entity tasked with compiling, distilling, and synthesizing programmatic recommendations received from various PAIMI Program stakeholders throughout the year. Along with Governing Board members, a PAC member served on this committee.

Ultimately, the PAC and Governing Board committee members jointly presented their PAIMI priority recommendations to the full Governing Board for consideration and approval; however, with the formation of the PAC Subcommittee for Strategic Input to Yearly Goals and Focus Areas, the opportunities for involvement in this process will increase dramatically in the future.

F.4.b. If No, PAC's affiliated with private, non-profit P&A systems must provide a brief explanation.

N/A

F.5.a. Did PAC members attend any in-state trainings/educational activities?	Yes
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F.5.a.1. List each in-state activity by number and provide a brief description of PAC involvement (e.g., Activity 1 – Attendance at local NAMI training).

- 1 - Trauma Informed Approach to Treatment
- 2 - PAIMI Act
- 3 - Introduction to NAIMI
- 4 - Wellness and Recovery Action Plan Training
- 5 - Habits of Happy People Seminar

6 - Legal and Ethical Policies of the Mental Health Profession

7 - Healing and Rebuilding our Communities

8 - Pathfinders

9 - Peer Specialist Certification

10 - Veteran Customer Service

11 - Trauma-informed Care Conference

12 - The Role and Function of the PAIMI Council-SAMHSA

F.5.b. Did PAC members attend any out-of-state trainings/educational activities?	No
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F.6.a. Does the P&A system have established written policies and procedures for reimbursing PAC members for expenses that takes into account the needs of the individual council members, available resources and applicable restrictions on use of grant funds, including the restrictions cited in and the restrictions in 51.31(e) and 51.6(e)? [See, 42 CFR 51.23 (d)(1)].	Yes
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F.6.b. Please provide a brief explanation why a reimbursement policy is not in place or not known to be in place.

N/A

F.7.a. Were PAC members reimbursed for expenses incurred for PAIMI program related activities, consistent with the P&A system's policies and procedures?	Yes
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F.7.b. Please provide a brief explanation why PAC members were not reimbursed or not known to be reimbursed.

N/A

F.8. REIMBURSEMENT OF EXPENSES – If PAC member expenses were reimbursed, please complete the following chart. [42 CFR 51.23(d)(1)] . Under the Activity column, list the activity by the number used in above F.5.a. – In-State or F.5.b. – Out-of State. Example: F.5.b. Out of State activity # 1, – 5 PAC members attended the NDRN annual meeting, 2 members reimbursed by the P&A; 2 self-paid, 1 NDRN scholarship.

a. Activity	b. # Attending	c. P&A	d. Self	e. Other
In-State 1 - Trauma Informed Approach to Treatment	9	9	0	0
In-State 2 - PAIMI Act	9	9	0	0
In-State 3 - Introduction to NAIMI	1	0	1	0
In-State 4 - Wellness and Recovery Action Plan Training	2	0	2	0
In-State 5 - Habits of Happy People Seminar	1	0	1	0
In-State 6 - Legal and Ethical Policies of the Mental Health Profession	1	0	1	0
In-State 7 - Healing and Rebuilding our Communities	1	0	1	0
In-State 8 - Pathfinders	1	0	1	0
In-State 9 - Peer Specialist Certification	1	0	1	0
In-State 10 - Veteran Customer Service	1	1	0	0

In-State 11 - Trauma-informed Care Conference	2	0	2	0
In-State 12 - The Role and Function of the PAIMI Council-SAMHSA	9	9	0	0
F.9.a. Did the P&A system provide the PAC with reports, materials, & fiscal data to enable review of the existing program policies, priorities, and performance outcomes?				Yes
F.9.b. Were the submissions (of P&A system documents referenced in F.9.a.) made at least annually and (shall) report expenditures for the past two fiscal years?				Yes
F.9.c. Please provide a brief explanation why the answer to F.9.a or F.9.b was no.				
N/A				
F.9.d. Did the P&A system documents referenced also include the projected expenses for the next fiscal year identified by budget category, e.g. salary & wages, contracts for services, administrative expenses, including, the amount allotted for training of the PAC, the governing board and staff?				Yes
F.9.d.1. If no, a brief explanation is required.				
N/A				
F.9.e. The PAIMI rules mandate that members of the public shall be given an opportunity, on an annual basis, to comment on the priorities established by, and the activities of, the P&A system. Procedures for public comment must provide for notice in a format accessible to individuals with mental illness, including such individuals who are in residential facilities, to family members and representatives of such individuals with disabilities. [42 CFR at 51.24(b)].				
F.9.e.1. Does the P&A have procedures established for public comment?				Yes
F.9.e.2. Please provide a brief explanation why procedures for public comment are not established or not known to be established.				
N/A				
F.9.f.1. Was the PAC provided a copy of these procedures?				Yes
F.9.f.2. Please provide a brief explanation why PAC members were not given or not known to be given these procedures.				
N/A				
F.9.g. The PAIMI Rules, at 42 CFR 51. 24(b), mandate that the public shall be given an opportunity, on an annual basis, to comment on the priorities established by and the activities of the P&A system.				
F.9.g.1. Was the public provided an opportunity for public comment?				Yes

SECTION F. PAC ACTIVITIES [See PAIMI Act - 42 U.S.C. 10805(7)]

F.9.g.2. Briefly describe activities the P&A system used to obtain public comment.

dLCV published information regarding the PAIMI Program and our Goals and Focus Areas on its website.

The dLCV Governing Board, adopted a tri-annual schedule for reviewing the goals, focus areas, and objectives. The Fiscal Year 2014 Goals and Focus Areas were completed. The process of adoption of Goals and Focus Areas is further explained below.

The newly comprised dLCV Board and the Public Comment and Priorities Committee led the planning for dLCV's PAIMI Program. The Public Awareness and Goals Committee was comprised of dLCV Governing Board members, a representative from the PAC, and dLCV's Deputy Director for Compliance and Quality Assurance. This committee was charged with preparing the annual priorities for the full Governing Board's consideration. The committee met in Spring and Summer 2014 to discuss plans for obtaining public input and comment on Fiscal Year 2015 Goals and Focus Areas. The dLCV Board approved and shared these plans with the PAC and with dLCV staff.

dLCV launched a web-based survey to obtain feedback on the goals and focus areas. From 5/9/14 through 7/15/14 dLCV received 314 responses to our survey. The largest number of responses, 34 %, came directly from individuals with disabilities. 26 % of the respondents were parents or guardians. The remaining groups represented included family members, teachers, mental health professionals and providers who accounted for 40 % of responses.

When it came to the issues most important to respondents, availability of government programs and services (14 %) and housing (12 %) were the top two. Following those were: effective vocational rehabilitation services (11 %), employment rights (11 %), special education (11 %), access to health care and assistive technology (10 %), transportation (9 %), abuse and neglect in facilities (9%), access to buildings and community activities (4%), abuse and neglect in jails and prisons (4%), guardianship (4%) and voter rights (1%).

dLCV also distributed surveys to the public via mailings and at facilities. dLCV staff, with input from the PAC, public input survey, and past year work experience, also helped to develop Fiscal Year 2015 Goals, Focus Areas, and Objectives. The dLCV Board approved the Fiscal Year 2015 Goals and Focus Areas.

The PAC was actively involved in developing PAIMI-related objectives for dLCV for Fiscal Year 2015. dLCV will consult the PAC about target populations, intervention strategies, and community linkages and resources. dLCV appreciates the PAC being a solid and frank resource.

F.9.g.3. Please explain why public comment was not obtained.

N/A

F.9.g.4. Please explain why it is not known if the public was provided an opportunity for comment (e.g., PAC needs training, etc.).

N/A

F.10. Completion of this section (F.10 a. - e.) is optional; However, if you choose to respond, please describe in the spaces below any other PAC activities, other than mandated PAC membership meetings.

F.10.a. Briefly describe, governing board or PAC committee work.

n/a

F.10.b. Briefly describe any training or educational presentations to either constituency groups or the general public.

n/a

SECTION F. PAC ACTIVITIES [See PAIMI Act - 42 U.S.C. 10805(7)]

F.10.c. Briefly describe any special projects (e.g., institutional monitoring).

n/a

F.10.d. Briefly describe any other activities (e.g., fund raising, public relations, etc.).

n/a

SECTION G. PAC ASSESSMENT OF PAIMI PROGRAM OPERATIONS

G.1. Please provide a narrative summary of the PAC's assessment of the PAIMI priorities (goals) and objectives included in the PPR for this fiscal year.

Include in the narrative an assessment of the following items:

- a. The PAIMI priorities (goals) and objectives selected.**
- b. The activities conducted towards achieving these priorities (goals) and objectives.**
- c. The outcomes.**
- d. Examples of individual or systemic cases, applicable legislative activities, and participation in State mental health planning activities.**
- e. Any recommendations regarding future priorities (goals) and objectives.**

Before and during each quarterly council meeting, the PAC reviewed two reports generated by dLCV: the Progress on Objectives Report and the Litigation Report. These reports provide a detailed accounting of all current PAIMI goals and objectives, the work undertaken by dLCV to achieve these goals and objectives, and the outcomes for dLCV's goals and objectives as they became available. These reports also highlight information from selected individual and systemic PAIMI cases and relevant legislative activities throughout the year.

During Fiscal Year 2014, dLCV had multiple PAIMI objectives related to four overarching goals. These goals were also completed using other funding streams as well. The PAC helped dLCV develop these goals and objectives.

Goal 1: People with disabilities are free from abuse and neglect

The PAC supported dLCV's diligent efforts to ensure people with disabilities are free from abuse and neglect when dLCV staff reviewed, analyzed, and trended critical incident reports, monitored conditions at mental health facilities throughout Virginia, and advocated for timely and appropriate mental health services in jails and juvenile detention centers.

Council members encouraged dLCV to continue fulfilling an oversight function for PAIMI-eligible individuals receiving services in institutional settings with a specific emphasis on monitoring, education of individual rights, and eligibility and access to services.

Goal 2: Children with disabilities receive an appropriate education

The PAC encouraged and supported dLCV's work regarding educational service provision to children and youth in both public and private institutions and during transition planning and discharge.

Council members worried that, in particular, educational rights are not clearly communicated or provided to youth and caregivers during transition planning and discharge from institutions. The PAC encouraged dLCV to continue its efforts to inform both youth and guardians about their rights through systemic and individual education and advocacy.

Goal 3: People with disabilities have equal access to government services

The PAC supported dLCV's vigilant work to ensure people with mental illness have equal access to government services. During Fiscal Year 2014, dLCV achieved this work primarily through outreach and education of PAIMI-eligible individuals regarding information on their right to vote. Additionally, dLCV continued to monitor and respond to legislative efforts to restrict voting accessibility for PAIMI-eligible individuals and to educate policymakers about the rights of people with mental illness to have equal access to government services.

Goal 4: People with disabilities live in the most appropriate integrated environment

The PAC applauded dLCV's continued goals to aid in timely and appropriate discharge from public and private

mental institutions serving children and adults. The PAC was also actively in support of dLCV's efforts to remedy systemic shortcomings associated with Virginia's forensic mental health services for children and adults.

Additional recommendations regarding future goals and objectives:

Whenever practicable, the PAC supports dLCV's inclusion of peer and peer support network for increased advocacy and education.

G.2. OTHER COMMENTS CONCERNING PAIMI SYSTEM OPERATIONS:

Briefly describe any special initiatives, problem solving techniques, or innovative practices that may help other State P&A systems.

The PAC begins every meeting by reading our agency's mission statement and the council's mission statement. The council believes other PACs could benefit from adopting a similar practice, as it offers focus to council-related activities and to serve as an important reminder about dLCV's charge.

G.3. Please list any training & technical assistance needs identified by the PAC.

The PAC identified several training and technical assistance needs to explore further during Fiscal Year 2015 and beyond. For example, the PAC would like to begin outreach to youth for membership on the council. Additionally, the PAC has also requested training concerning dLCV's intake and case selection process.

SECTION H. GRIEVANCE PROCEDURES [42 CFR Section 51.25]	
Pursuant to the PAIMI Rules at 42 CFR 51.25, the P&A system shall establish procedures to address grievances from: individuals at 42 CFR 51.25(a)(1) – clients or prospective clients... ; and systemic complaints at 42 CFR 51.25(a)(2) – individuals who have received or are receiving mental health services in the state, family members or representatives of such individuals....	
H.1. Is the PAC aware of and knowledgeable of the above referenced policies and procedures?	Yes
H.1.a. Please provide a brief explanation why the PAC is not aware of the above reference policies and procedures. N/A	
H.2. The number of grievances filed by PAIMI-eligible clients, including representatives or family-members of such individuals receiving services during this fiscal year.	3
H.3. The number of grievances filed by prospective PAIMI-eligible clients (those who were not served due to limited PAIMI Program resources or because of non-priority issues).	0
H.4. Total [42 CFR Section 51.25(a)(1),(2)]	3
H.5.a. The number of grievances appealed to the governing board (the PAC chair of a private, non-profit P&A system should have this information).	2
H.5.b. The number of grievances appealed to the executive director.	1
H.5.c. Total	3
H.6. The number of reports sent to the governing board and the PAC (at least one annually) that describe the grievances received, processed, and resolved.	1
H.7. Please identify all individuals, by name & title, responsible for P&A system grievance reviews. Appeals to the Board are rotated through individual Board Members as necessary. Colleen Miller, Executive Director C.W. Tillman, Governing Board President, Governing Board Appeals Committee Angela Thanyachareon, Governing Board Vice President, Governing Board Appeals Committee Stephen Dawe, Secretary, Governing Board Appeals Committee Donald Price, Treasurer, Governing Board Appeals Committee Maureen Hollowell, Governing Board Appeals Committee Bryan Lacy, Governing Board Appeals Committee Kathryn Merritt, Governing Board Appeals Committee Karen Michalski-Karney, Governing Board Appeals Committee Michael Newcomb, PAIMI Council Chair, Governing Board Appeals Committee Michael Toobin, Governing Board Appeals Committee Eunice Turkson, Governing Board Appeals Committee	
H.8. What is the timetable (in days) used to ensure prompt notification of the grievance procedure process to clients, prospective clients or persons denied representation, and ensure prompt resolution? [42 CFR 51.25(B)(4)]	15
H.9. Were written responses sent to all grievants?	Yes
H.9.a. Please provide a brief explanation why written responses were not sent to all grievants. N/A	
H.10. Was client confidentiality protected?	Yes

SECTION H. GRIEVANCE PROCEDURES [42 CFR Section 51.25]

H.10.a. Please provide a brief explanation why client confidentiality was not protected.

N/A