

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

|                  |                          |
|------------------|--------------------------|
| <b>STATE: VA</b> | <b>FISCAL YEAR: 2016</b> |
|------------------|--------------------------|

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

**SECTION A. GENERAL INFORMATION**

|  |   |
|--|---|
| <b>Fiscal Year:</b>  | <b>2016</b>   |
| <b>State:</b>  | <b>VA</b>   |
| <b>Name of P&amp;A System:</b>   | <b>VIRGINIA - disAbility Law Center of Virginia</b>           |
| <b>PAC Report Prepared By:</b>   | <b>Colleen Miller<br/>Executive Director<br/>804-225-2042</b> |
| <b>Name of PAC Chair:</b>  | <b>Jacqueline Eubanks</b>                                     |
| <b>Telephone Number:</b>   | <b>8042252042</b>   |
| <b>Email Address:</b>  | <b>info@dclcv.org</b>   |
| <b>Date Submitted:</b>   | <b>10/25/2016</b>   |
| <b>By signing this document, the chair certifies that this report reflects the consensus of the PAC members.</b> |   |

| <b>SECTION B. PAIMI ADVISORY COUNCIL (PAC)</b>  |           |                              |
|---|-----------|------------------------------|
| 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.  |           | 11                           |
| B.1.b. Individuals who are recipients/former recipients (R/FR) of mental health services.   |           | 5                            |
| B.1.c. Family members of individuals who are recipients/former recipients (R/FR) of mental health services.   |           | 1                            |
| 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.  |           | 1                            |
| 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].   |           | 1                            |
| member (non-officer)  | 10/1/2015 | 1                            |
| B.1.k. Total number of PAC members serving on 9/30.   |           | 11                           |
| 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).  |           | 7                            |
| 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.]  |           | 64%                          |
| <b>B.2. REPRESENTATION OF THE CHAIR</b>   |           |                              |
| 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>B.3. TERMS</b>   |           |                              |
| 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.   |           | 80%                          |

| <b>SECTION C. PAC ETHNICITY &amp; RACIAL DIVERSITY</b>       |                              |
|--|------------------------------|
| <b>C.1. ETHNICITY</b>  | <b>Number of Pac Members</b> |
| C.1.a. Hispanic or Latino                                    | 1                            |
| C.1.b. Not of Hispanic Origin                                | 10                           |
| C.1.c. Total   | 11                           |
| <b>C.2. RACE</b>   |                              |
| C.2.a. American Indian or Alaska Native                      | 0                            |
| C.2.b. Asian   | 0                            |
| C.2.c. Black or African American                             | 2                            |
| C.2.d. Native Hawaiian/Other Pacific Islander                | 0                            |
| C.2.e. White   | 9                            |
| C.2.f. Two or More Races                                     | 0                            |
| C.2.g Total  | 11                           |
| C.3.a. Total Number of PAC member vacancies on September 30. | 1                            |
| <b>SECTION D. GENDER OF PAC MEMBERS</b>                      |                              |
| D.1. Male  | 5                            |
| D.2. Female  | 6                            |
| D.3. Total   | 11                           |

**SECTION E. GOVERNING BOARD INFORMATION**

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

|   |     |
|---|-----|
| <b>E.1.a. Is this a State-operated P&amp;A system?</b>  | No  |
| <b>E.1.b. Does this State-operated system have a Governing Board/Authority authorized by State statute?</b>                                     | N/A |
| <b>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?</b>             | N/A |
| <b>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.).</b> |     |
| N/A   |     |

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

|   |     |
|---|-----|
| <b>E.2.a. Does the P&amp;A system have a multi-member Governing Board?</b>  | Yes |
| <b>E.2.b.1. Number of Governing Board members.</b>  | 12  |
| <b>E.2.b.2. Is the PAC Chair a full voting member of the Governing Board?</b>   | Yes |
| <b>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).</b> |     |
| N/A   |     |
| <b>E.2.b.4. Do any other PAC members hold seats on the Governing Board?</b>   | No  |
| <b>E.2.b.5. If Yes, how many seats?</b>   | N/A |

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

|  |     |
|--|-----|
| <b>F.1. Are P&amp;A program staff invited to attend PAC meetings?</b>  | Yes |
| <b>F.1.a. Did any of the invited program staff attend?</b>   | Yes |
| <p><b>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.</b></p> <p>Executive Director<br/>                 Deputy Director(s)<br/>                 Council Program Coordinator<br/>                 Disability Rights Advocate(s)<br/>                 Staff Attorney(s)<br/>                 Team Leader(s)<br/>                 Administrative Assistant(s)</p>   |     |
| <p><b>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.</b></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.</p> <p>Council Program Coordinator: For Fiscal Year 2016, a Council Program Coordinator attended all PAC meetings. With PAC members' input, the Council Program Coordinator facilitated the development of PAC New Member Orientation Manual, PAC Policies and Procedures, and PAC Conflict of Interests Statement. The Council Program Coordinator additionally aided in the creation of meeting agendas, identifying Disability Rights Advocates, Staff Attorneys, 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 Program Coordinator supported the PAC in forming workgroups designed to focus on the following: bylaw revision; strategic input to yearly goals and objectives; and education and outreach to the public. These workgroups are currently focusing on the outcome of these PAC missions to further support dLCV.</p> <p>Administrative Assistant: An Administrative Assistant attended all PAC meetings to provide administrative support to the PAC as needed. Typically, this involves coordination of packets, attendees, and various fiscal accounting.</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><b>F.2.c. If the answer to F.1. is No, you MAY provide a brief explanation.</b></p> <p>N/A</p>  |     |
| <b>F.3.a. Were governing board members, excluding the PAC Chair, invited to PAC meetings?</b>  | 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 attended the PAC's Fiscal Year 2016 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.

|  |     |
|--|-----|
| <b>F.3.c. Did any of the invited governing board members attend?</b> | Yes |
|--|-----|

|  |     |
|--|-----|
| <b>F.4. Did the PAC work jointly with the governing board to develop the annual PAIMI priorities? [42 CFR 51.23(a)(2)]</b> | Yes |
|--|-----|

**F.4.a. If Yes, Briefly describe these joint activities.**

Based on their professional, academic, and personal experiences, the PAC provided feedback on 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 quarterly Progress on Objectives and Litigation Reports, furnished by dLCV, and discussions with dLCV's Executive Director and dLCV staff throughout the fiscal year.

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 Input 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 and volunteers, 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.

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

N/A

|   |     |
|---|-----|
| <b>F.5.a. Did PAC members attend any in-state trainings/educational activities?</b> | Yes |
|---|-----|

**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 - Training facilitated by dLCV institutions unit advocate regarding the agency's Dual Diagnosis Systemic Impact Project
- 2 - Training facilitated by dLCV advocate regarding work incentives for recipients of SSI or SSDI
- 3 - Training facilitated by dLCV attorney regarding the agency's work in the Department of Juvenile Justice
- 4 - Training facilitated by a dLCV advocate regarding the data dLCV collects and analyzes in our institutions work
- 5 - Case manager training
- 6 - Civil Rights Training

|   |                       |                   |                |                 |
|---|-----------------------|-------------------|----------------|-----------------|
| 7 - VOCAL policy meeting  |                       |                   |                |                 |
| 8 - VACSB conference  |                       |                   |                |                 |
| 9 - Peer Specialist Certification   |                       |                   |                |                 |
| <b>F.5.b. Did PAC members attend any out-of-state trainings/educational activities?</b>   |                       |                   |                | Yes             |
| <b>F.5.b.1. List each out-of-state activity by number and provide a brief description of PAC involvement (e.g., Activity 1 – Attendance at NDRN annual conference).</b>   |                       |                   |                |                 |
| 1 - Alternatives Conference   |                       |                   |                |                 |
| 2 - NDRN annual conference  |                       |                   |                |                 |
| <b>F.6.a. Does the P&amp;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)].</b>   |                       |                   |                | Yes             |
| <b>F.6.b. Please provide a brief explanation why a reimbursement policy is not in place or not known to be in place.</b>  |                       |                   |                |                 |
| N/A   |                       |                   |                |                 |
| <b>F.7.a. Were PAC members reimbursed for expenses incurred for PAIMI program related activities, consistent with the P&amp;A system’s policies and procedures?</b>   |                       |                   |                | Yes             |
| <b>F.7.b. Please provide a brief explanation why PAC members were not reimbursed or not known to be reimbursed.</b>   |                       |                   |                |                 |
| N/A   |                       |                   |                |                 |
| <b>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&amp;A; 2 self-paid, 1 NDRN scholarship.</b> |                       |                   |                |                 |
| <b>a. Activity</b>  | <b>b. # Attending</b> | <b>c. P&amp;A</b> | <b>d. Self</b> | <b>e. Other</b> |
| In-State 1 - Training facilitated by dLCV institutions unit advocate regarding the agency’s Dual Diagnosis Systemic Impact Project  | 8                     | 8                 | 0              | 0               |
| In-State 2 - Training facilitated by dLCV advocate regarding work incentives for recipients of SSI or SSDI  | 9                     | 9                 | 0              | 0               |
| In-State 3 - Training facilitated by dLCV attorney regarding the agency’s work in the Department of Juvenile Justice  | 10                    | 10                | 0              | 0               |
| In-State 4 - Training facilitated by a dLCV advocate regarding the data dLCV collects and analyzes in our institutions work   | 11                    | 11                | 0              | 0               |
| In-State 5 - Case manager training  | 0                     | 0                 | 0              | 0               |

|   |   |   |   |     |
|---|---|---|---|-----|
| In-State 6 - Civil Rights Training  | 0 | 0 | 0 | 0   |
| In-State 7 - VOCAL policy meeting   | 0 | 0 | 0 | 0   |
| In-State 8 - VACSB conference   | 0 | 0 | 0 | 0   |
| In-State 9 - Peer Specialist Certification  | 0 | 0 | 0 | 0   |
| Out-Of-State 1 - Alternatives Conference  | 0 | 0 | 0 | 0   |
| Out-Of-State 2 - NDRN annual conference   | 1 | 1 | 0 | 0   |
| <b>F.9.a. Did the P&amp;A system provide the PAC with reports, materials, &amp; fiscal data to enable review of the existing program policies, priorities, and performance outcomes?</b>  |   |   |   | Yes |
| <b>F.9.b. Were the submissions (of P&amp;A system documents referenced in F.9.a.) made at least annually and (shall) report expenditures for the past two fiscal years?</b>   |   |   |   | Yes |
| <b>F.9.c. Please provide a brief explanation why the answer to F.9.a or F.9.b was no.</b><br>N/A  |   |   |   |     |
| <b>F.9.d. Did the P&amp;A system documents referenced also include the projected expenses for the next fiscal year identified by budget category, e.g. salary &amp; wages, contracts for services, administrative expenses, including, the amount allotted for training of the PAC, the governing board and staff?</b>  |   |   |   | Yes |
| <b>F.9.d.1. If no, a brief explanation is required.</b><br>N/A  |   |   |   |     |
| <b>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&amp;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)].</b> |   |   |   |     |
| <b>F.9.e.1. Does the P&amp;A have procedures established for public comment?</b>  |   |   |   | Yes |
| <b>F.9.e.2. Please provide a brief explanation why procedures for public comment are not established or not known to be established.</b><br>N/A   |   |   |   |     |
| <b>F.9.f.1. Was the PAC provided a copy of these procedures?</b>  |   |   |   | Yes |
| <b>F.9.f.2. Please provide a brief explanation why PAC members were not given or not known to be given these procedures.</b><br>N/A   |   |   |   |     |
| <b>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&amp;A system.</b>  |   |   |   |     |
| <b>F.9.g.1. Was the public provided an opportunity for public comment?</b>  |   |   |   | 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.**

The dLCV Board and the Public Input and Priorities Committee led the planning for dLCV's PAIMI Program Goals and Focus Areas. This committee helped developed the annual work plan for the full Governing Board's consideration. The committee multiple times in the Spring and Summer 2016 to discuss plans for obtaining public input and comment on Fiscal Year 2017 goals and focus areas.

dLCV offered two public input surveys during the spring and summer of this fiscal year. The first survey allowed our 318 respondents the opportunity to express which disability advocacy issues they feel are most important. The top three categories chosen: quality mental health care (15%), community access and barrier free environment (10%) and special education (9%). 31% of our respondents were individuals with disabilities and 34% were family members and caregivers. dLCV used this information as part of our FY 17 goals and focus areas development.

The second systemic input survey allowed dLCV to hear targeted input from 22 respondents who reviewed our dLCV Board adopted FY 17 goals and drafted ideas for focused systemic work to affect those goals. dLCV reviewed these suggestions and incorporated them into our FY 17 work plan.

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 2017 objectives. The dLCV Board approved the Fiscal Year 2017 Goals and Focus Areas.

The PAC was actively involved in developing PAIMI-related objectives for dLCV for Fiscal Year 2017. dLCV will consult the PAC about target populations, intervention strategies, and community linkages and resources. dLCV appreciates the PAC being an informed and diligent 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

**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 four reports generated by dLCV: the Progress on Objectives Report, the Litigation Report, and the quarterly Budget Expenditure Reports. These reports provide a detailed accounting of all current PAIMI goals and objectives, the work undertaken by dLCV to achieve these goals and objectives, the outcomes for dLCV's goals and objectives as they became available, and the current resources needed and necessary to complete dLCV's work. The quarterly Budget Expenditure Reports reviewed include both an overview of all grants as well as a PAIMI-specific assessment of current funding. These reports also highlight information from selected individual and systemic PAIMI cases and relevant legislative activities throughout the year.

During Fiscal Year 2016, 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 both child and adult 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 adult jail and correctional facilities.

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 identification and efforts to remedy systemic failures associated with children and adults who are dually diagnosed with both a mental health need and a developmental disability.

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.

**SECTION G. PAC ASSESSMENT OF PAIMI PROGRAM OPERATIONS**

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

Not applicable

| <b>SECTION H. GRIEVANCE PROCEDURES [42 CFR Section 51.25]</b>  |     |
|--|-----|
| <b>Pursuant to the PAIMI Rules at 42 CFR 51.25, the P&amp;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....</b>  |     |
| <b>H.1. Is the PAC aware of and knowledgeable of the above referenced policies and procedures?</b>   | Yes |
| <b>H.1.a. Please provide a brief explanation why the PAC is not aware of the above reference policies and procedures.</b>  |     |
| N/A  |     |
| <b>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.</b>  | 1   |
| <b>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).</b>   | 0   |
| <b>H.4. Total [42 CFR Section 51.25(a)(1),(2)]</b>   | 1   |
| <b>H.5.a. The number of grievances appealed to the governing board (the PAC chair of a private, non-profit P&amp;A system should have this information).</b>   | 1   |
| <b>H.5.b. The number of grievances appealed to the executive director.</b>   | 1   |
| <b>H.5.c. Total</b>  | 2   |
| <b>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.</b>  | 1   |
| <b>H.7. Please identify all individuals, by name &amp; title, responsible for P&amp;A system grievance reviews.</b>  |     |
| <p>dLCV staff initially process grievances. Then, they are submitted to the Executive Director. If the grievant chooses to pursue another appeal after an adverse decision by the dLCV Executive Director, dLCV Board Members rotate responsibility to hear the grievances as necessary.</p> <p>Colleen Miller, Executive Director</p> <p>Angela Thanyachareon, President, Governing Board Appeals Committee<br/> Stephen Dawe, Vice President, Governing Board Appeals Committee<br/> Jacqueline Eubanks, PAIMI Council Chair Ex Officio, Governing Board Appeals Committee<br/> Michael Toobin, Treasurer, Governing Board Appeals Committee<br/> Bryan Lacy, Secretary, Governing Board Appeals Committee<br/> CW Tillman, Governing Board Appeals Committee<br/> Maureen Hollowell, Governing Board Appeals Committee<br/> Kathryn Marks, Governing Board Appeals Committee<br/> Eunice Turkson, Governing Board Appeals Committee<br/> Thomas Walk, Governing Board Appeals Committee<br/> Polly Swainston, Governing Board Appeals Committee<br/> Donna L. Gilles, Ed.D, Governing Board Appeals Committee</p> |     |
| <b>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)]</b>   | 15  |
| <b>H.9. Were written responses sent to all grievants?</b>  | Yes |

**SECTION H. GRIEVANCE PROCEDURES [42 CFR Section 51.25]**

**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

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

N/A