



MEETING OF THE BOARD OF DIRECTORS

Thursday, April 27, 2017, 5:00 p.m.

**CSB Campus Board Room
300 Medical Drive
Hampton, VA 23666**

Board Officers

Turner M. Spencer, **Chair** Thomas F. Morehouse, III, **Treasurer**
Wanda Rogers, **Vice Chair** Beatrice V. Dahlen, **Secretary**

Members of the Board

Golden Bethune-Hill Izabela Cieszynski
Arva Davidson James Gray, Jr.
Elva Williams Hunt June R. Owens
Sheriff B.J. Roberts Morgan Russell
Mary L. Stewart Timothy L. Supler
Venerria Thomas



V i s i o n

The Hampton-Newport News Community Services Board is the premier provider of behavioral health care and intellectual and developmental disability services. We are recognized throughout Virginia for our leadership, excellence and commitment to service. We earn this distinction by creating a community where people can find their own strength and become self-determining.

M i s s i o n

To provide a comprehensive continuum of services and supports promoting prevention, recovery, and self-determination for people affected by mental illness, substance use, and intellectual and developmental disabilities and advancing the well-being of the communities we serve.



Strategic Planning Goals (2017 - 2021)

Strategic Objective #1

To continue to develop the administrative systems and service array necessary to maintain and further the Hampton-Newport News Community Services Board's reputation as THE premier provider in the context of the changing Virginia's behavioral health system.

Strategic Objective #2

To pursue further revenue diversification and expansion of services, supports, and prevention activities so that the Hampton-Newport News Community Services Board can improve the quality of life for the individuals, families, and communities we serve.

Strategic Objective #3

To celebrate and communicate the Hampton-Newport News Community Services Board's performance and reputation as a center of excellence and center of influence, through ongoing engagement of the community we serve.

INDEX

HAMPTON-NEWPORT NEWS COMMUNITY SERVICES BOARD MEETING OF THE BOARD OF DIRECTORS

Thursday, April 27, 2017 - 5:00 p.m.

<u>Documents</u>	<u>Page #</u>
<i>Cover Letter</i>	<i>1</i>
<i>Agenda</i>	<i>2</i>
<i>Action Item</i>	<i>3</i>
<i>Consideration Item</i>	<i>3</i>
<i>Information Items</i>	<i>4</i>
<i>Program Highlights</i>	<i>4-22</i>
<i>Enclosures</i>	
<i>- - - A-1. Minutes of the Board of Directors Meeting of Thursday, March 23, 2017</i>	<i>23-32</i>
<i>- - - Board Planning Calendars</i>	<i>33-34</i>

Red Folder Items

- - - Community Relations / Governmental Affairs Committee Report, March 20, 2017*
- - - Board Quality Management Committee Report, April 12, 2017*
- - - Strategic Plan 2017-2021: Looking Toward the Future*
- - - National Alliance on Mental Illness (NAMI) Newsletter – April 2017*
- - - Media Information*



DATE: April 20, 2017
TO: Members of the Board of Directors
FROM: Natale Christian, Executive Director
SUBJECT: **Meeting of the Board of Directors
 Thursday, April 27, 2017 ~ 5:00 p.m.
 CSB Campus Board Room, 300 Medical Drive, Hampton, VA**

Greetings Members of the Board:

Hopefully you all are enjoying the nice weather. We continue to work on the FY18 Budget and are on schedule to present the draft budget at the May Budget, Finance and Audit Committee meeting. It has been a challenging process with decreasing revenue and increasing costs; however, we are close to finalizing a balanced Budget for Fiscal Year 2018.

Attached for your review and consideration please find the Agenda and Board Package for the **Hampton-Newport News Community Services Board FY17 Board of Directors Meeting** scheduled on **Thursday, April 27, 2017**, at **5:00 p.m.**

Please be advised that the following Standing Board Committee Meetings are scheduled during the month of April and are open to all Members of the Board of Directors:

- ≈ **Board Quality Management Committee** met on **Wednesday, April 12th**, at **4:00 p.m.**;
- ≈ **Budget, Finance and Audit Committee** is scheduled for **Monday, April 24th**, at **4:00 p.m.**; and
- ≈ **Community Relations / Governmental Affairs Committee** is scheduled for **Monday, April 24th**, at **4:30 p.m.** immediately following the meeting of the Budget, Finance and Audit Committee.

We look forward to seeing you next week at the Board of Directors Meeting, and we thank you for all you do for the individuals served by the Hampton-Newport News Community Services Board!

NWC:gvm
 Enclosures

MEETING OF THE BOARD OF DIRECTORS

Thursday, April 27, 2017, 5:00 p.m.
CSB Campus Board Room

A G E N D A

1. **Call to Order**
2. **Remarks of the Chair**
 - Introduction of Guests
 - Other Remarks
3. **Public Comment**
4. **Action Item**
 - **A-1** Minutes of the Board Meeting of March 23, 2017
5. **Standing Board Committee Reports**
 - Board Quality Management Committee
 - Community Relations / Governmental Affairs Committee
 - Budget, Finance and Audit Committee
6. **Consideration Item**
 - **C-1** 21st Annual Employee Service Recognition / Patty L. Gilbertson Service Award and 2017 Hall of Fame Ceremony – *May 17th*
7. **Information Items**
 - **I-1** Addiction Recovery Treatment Services (ARTS)
 - **I-2** STEP Virginia
8. **Presentation** **IDDS Waiver Redesign**
Carol McCarthy, IDD Director
9. **Program Highlights**
10. **Adjournment**

ACTION ITEM

April 27, 2017

A-1. Minutes of the Board of Directors Meeting of March 23, 2017

Issue: Board approval of the Minutes of the Board of Directors Meeting held on Thursday, March 23, 2017.

Background: Minutes of the Board of Directors Meeting held on March 23, 2017, are included in the Board Package on Pages 23-32 for review by Members of the Board of Directors.

ACTION: Board approval of the Minutes of the Board Meeting held on March 23, 2017.

Enclosure: Minutes of the Board of Directors Meeting held on March 23, 2017.

CONSIDERATION ITEM

C-1. 21st Annual Employee Service and Patty L. Gilbertson Excellence Awards Luncheon and 2017 Hall of Fame Ceremony

Issue: 21st Annual Employee Service and Patty L. Gilbertson Excellence Awards Luncheon and 2017 Hall of Fame Ceremony – *May 17th*.

Background: For more than 20 years, the Hampton-Newport News Community Services Board (H-NNCSB) has provided Employee Service Awards for its employees who have achieved milestones in their tenure with the H-NNCSB. This event recognizes employees with 5, 10, 15, and 20 years or more of commitment and service. In recent years, the Patty L. Gilbertson Excellence Award has been added to the event and recognizes employees who exemplify the essence of service to others and commitment to the mission of the H-NNCSB. Furthermore, Members of the H-NNCSB Board of Directors, since 2004, have reached out into the community to recognize the commitment of citizens to the individuals served at the Hampton-Newport News Community Services Board by way of induction into its Hall of Fame.

This year the 21st Annual Employee Service and Patty L. Gilbertson Excellence Awards Luncheon, and 2017 Hall of Fame Ceremony has been scheduled for **Wednesday, May 17, 2017, at 11:30 a.m. in the Newport News Marriott at City Center, located at 740 Town Center Drive, Newport News.** Invitations for this event will be provided to Members of the Board shortly.

ACTION: Please inform Ms. Mercado of your availability to attend this most honorable event.

INFORMATION ITEMS

I-1. Addiction Recovery Treatment Services (ARTS)

Issue: Opioid Addiction Has Become an Epidemic in Virginia and Across the Country.

Background: The Hampton-Newport News Community Services Board currently provides a full continuum of substance abuse (SA) treatment services to include, Outpatient, Medication Assisted Treatment, Day Treatment, Substance Abuse Case Management, Drug Treatment Courts, Jail Based Services, and Residential Treatment for pregnant women. However, the agency has a waiting list for SA services.

Update: ARTS implementation has become with the Southeastern Family Project and the Hampton Roads Clinic with the goal of eliminating the waiting list. Phase two of the implementation will occur in July with the expansion of services provided at Partners in Recovery program.

I-2. STEP Virginia

Issue: In order to meet the needs of the individuals served, we must offer more immediate access to services. The Same Day Access model is nationally recognized and ensures that individuals seeking services are assessed and linked to appropriate services in a timely manner.

Background: The *System Transformation, Excellence and Performance in Virginia* (STEP-Virginia) model is designed to assure more consistency of services provided by CSBs across the Commonwealth. Through collaboration between the VACSB and the Department of Behavioral Health & Developmental Services, STEP Virginia is the system-wide transformation effort and the recommendations of Deeds Commission/SJ 47 Committee. This model promotes improved access to screening, assessment and treatment.

Update: We have responded to a questionnaire from the Department Of Behavioral Health and Developmental Services, DBHDS, on the implementation of Same Day Access and await further information on the roll out of this service.

PROGRAM HIGHLIGHTS

HUMAN RESOURCES AND TRAINING SERVICES

Kimberly Thompson, Director

1. Human Resources

The Human Resources department is committed to filling vacancies with highly qualified candidates. During the month of March there were 18 new hires; 11 full-time and 7 part-time. The new hires include 1 Accounting Specialist, 1 Behavioral Counselor, 2 Case Managers, 1 Clinical Supervisor, 7 Community Services Associate II, 1 Counselor-CTH, 1 Emergency Services Counselor, 2 Nurse, Psych. Care LPN, 1 Office Associate III and 1 Therapist II.

During the month of March the Human Resources Department participated in the 2017 ODU Spring Career Fair. Students were interested in learning more about the CSB and discussing possible internship opportunities.

2. Training Services

- During the month of March, Agency staff completed over 2200 online and classroom based courses.
- An online course to meet requirements for the SAPT Block Grant was developed and published.
- An online course to train staff on the H-NNCSB Language Line was developed and published.
- Mental Health First Aid Training open to staff and the community was offered as part of the continuing effort in suicide prevention education.
- Training for the DD affiliates was started.

3. Committee Updates

- **Clinical Supervision and Policy Development Committee**
The clinical supervision policy has been reviewed by the Executive Director and Executive Leadership Team. The policy will be presented at the April Management Team Meeting with an effective date of July 1st.
- **Wellness Committee**
The committee is preparing for the Employee Wellness Fair and the 1st Quarterly Wellness Drawing on April 18th. Our health care partners, fitness center partners and other community vendors will be on-site to share educational information, demonstrations, and screenings for the staff. Employees who have had an annual physical and completed an on-line health assessment in the 1st quarter of 2017 will be entered into the drawing for one of many prizes. The committee continues to send “Wellness Wednesdays” emails to the staff with educational materials on maintaining and improving ones overall health.

ADULT CLINICAL SERVICES

Robert Deisch, Director

1. Activities accomplished in the given month that is linked to our strategic plan and your service division goals and objectives

***Initiative:** Develop a plan and process for the implementation of behavioral health and primary healthcare.*

Regional Supervised Housing / Transcend Place

- MHRSH Program Nurse, Nursing Supervisor and Program Manager coordinated to ensure that all clients’ medical and psychiatric appointments were scheduled accordingly. Clients are accompanied to their appointments.

Initiative: (1) Reduce billing errors and meet monthly revenue targets. (2) Consistently meet the CCS3 requirements each month.

Regional Supervised Housing / Transcend Place

- During the month of March 2017 the program exceeded the monthly revenue target.

Enhanced Care Coordination Case Management

- ECC/CM will begin to put in notes weekly as it relates to the clients on their case load ISP goals. This will reduce CM cramming at the end of the month to get in all notes and Billing completed; in an effort to reducing billing errors.

Adult Mental Health Case Management

- CCS3 requirements were met for March. Revenue targets were met for February and all billing errors were corrected.

Initiative: Provide opportunities for training and development that would allow staff to advance into leadership roles.

Regional Supervised Housing / Transcend Place

- One of the program's Peer Recovery Specialists recently attended a week-long Peer Support Training for Veterans.

Adult Mental Health Case Management

- One Supervisor and most of the CM's attended a training presented by Dr. Moshin on Borderline Personality disorders and supervisors received positive feedback from the CM's who attended. Supervisors have scheduled a training, for 4/15, with Shannon in QM to focus on MHSA's, ISP's, and progress notes specifically geared toward AMHCM.

Road 2 Home

- During the month of March Michele Hassell one of our peer recovery specialists attended the CFMAC- Consumer and Family Member Advisory Council. Tierra Harrington our benefit specialist attended the SOAR training in Richmond.

Enhanced Care Coordination Case Management

- Currently seeking out trainings online at the Suicide Prevention Resource Center (SPRC). For ECC/CM own knowledge base. CM are also attending training with Psychiatrist when available.

Initiative: Homeless Services will maximize outreach and engagement to reduce homelessness in the community.

Road 2 Home

- Case managers attend SCAAN (Service Coordination and Assessment Network) meetings twice a month to present clients before we proceed with housing. Outreach workers go out in the community twice a week and as needed to find homeless individuals and assist them with any resources they may need and referrals

Initiative: *Adult Mental Health Case Management will strive to eliminate the waiting list for those individuals with Medicaid.*

Adult Mental Health Case Management

- During March 7 Medicaid clients and 1 GAP client were opened. During March 17 referrals were assigned and CM's are attempting to open these referrals. A new CM, Shaine Jones, started on 3/20, he will begin opening clients, from the waiting list, during the first week of April.

Enhanced Care Coordination Case Management

- ECC has a waiting list and during the month of April ECC/CM will be reaching out to new clients wanting ECC/CM services from the three MCOs.

Initiative: *Maintain a strong working relationship with MCOs to improve the integration of Behavioral Health and Primary Care.*

Adult Mental Health Case Management

- Supervisors and case managers continue to be accessible to the care managers from the MCO's to answer questions and provide assistance

Enhanced Care Coordination Case Management

- Enhanced Care Coordination Case Managers are always looking for ways to better assist the clients they serve. Virginia Premier have introduced there new Provider Manual for 2017; Virginia Premier Elite, however the MCO continues to have most of the providers in Smithfield, Norfolk, Portsmouth, Virginia Beach.

Initiative: *Adult Mental Health Case Management will work to improve the care coordination and linkage to Behavioral Health and Primary Care.*

Adult Mental Health Case Management

- CM's continue to link clients to SEVHS when they do not have an assigned PCP and continue to encourage clients to obtain annual physicals, attend all medical appointments, and to address medical needs on the ISP and during collateral or face to face contacts.

2. Productivity/utilization status report as it relates to service barriers and/or expanded access

Enhanced Care Coordination Case Management

- Clients not wanting to attend appointments relating to breast exams, pap smears, prostate screening. Moreover, we are finding that when some clients are being recertified at the Dept. of Human Services for Medicare or recertifying over the phone with Cover of Virginia that there is a gap in services as it relates to ECC/CM services; this happens even when done in a timely manner.

Road 2 Home

- The month of March we have outreached a total of 14 individuals and program enrolled 3 and housed 2.

Adult Mental Health Case Management

- Total of 465 clients enrolled in AMHCM, 348 of those are Medicaid billable clients, 33 are GAP.

PATH/Newport News Outreach/Safe Harbors/Project Onward

- Currently PATH has 42 clients, NN Outreach has 45 clients. 7 individuals are residing in PATH emergency housing, 14 of 16 beds filled in Onward and 20 of 23 beds filled in Safe haven. The open beds have clients slotted for them.

3. Updates/trends (local, state, federal) relevant to your service area

Nothing to report for this month.

4. Service recognitions and/or other items you want to brag about that is relevant to your service area**Enhanced Care Coordination Case Management**

- Larai Petway will be graduating with her Masters in May 2017.

YOUTH AND FAMILY CLINICAL SERVICES

Lisa S. Hogge, Director

1. Activities Accomplished (linked to strategic plan/goals/objectives)**Youth and Family Services**

- An overview of the HNNCSB Youth and Family System of Care was presented on March 9, 2017, to Janet Lung, DBHDS Director of Child and Family Services and Stacey Gill DBHDS Director of Mental Health Services. The presentation was given by Wanda Rogers, Director of Hampton Department of Social Services, the Honorable Jay Edward Dugger, Presiding Judge, Chief Judge, Hampton Juvenile and Domestic Relations District Court, Natale Ward, Anthony Crisp, Freddie Simmons, Ryan Dudley, Beverly Smith, and Sherry Hunt. Our community's system of care was highlighted, which promotes the utilization of community based services and creative collaboration among stakeholder agencies. (SO#3)

Juvenile Justice & Child and Adolescent Mental Health Case Management Services

- Natale Ward and Lisa Hogge participated in the Newport News Youth Gang Violence Steering Committee Meeting on March 23, 2017 at the Newport News Police Headquarters. This Committee, comprised of stakeholder and city agencies of Newport News, worked towards its goals of developing a formal interagency agreement and developing measurable criteria for outcomes. (SO#2)

Child and Adolescent Mental Health Case Management & Intensive Care Coordination

- Betsy Clark, Hampton CSA Administrator, provided a training to all Youth and Family Case Management and ICC program staff on March 23, 2017. Ms. Clark provided an overview of the HCSA, its philosophy of community based care, and guidelines for accessing the HCSA for children and families. (SO#2)
- A planning meeting occurred between Hampton DSS, Hampton CSA, C&A Mental Health Case Management, and Hampton Healthy Families Case Management on March 30, 2017, to promote coordination among these stakeholder entities and to develop a plan for foster care and CPS involved youth to receive case management assessments and services. Plans were discussed to

enhance interagency communication, to promote the best outcome for the children and families of Hampton. (SO#2)

Newport News Healthy Families Case Management

- Arsenia McCargo has been selected as the new Supervisor of the Newport News Healthy Families Case Management Partnership with the Newport News Department of Human Services. Ms. McCargo is a longstanding employee of the Child and Adolescent Case Management program and will assume her new role on April 24, 2017. (SO#2)

Hampton Healthy Families Case Management

- Keisha Carroll, Hampton Healthy Families Case Management Supervisor, attended the annual Parents As Teachers (PAT) Leadership meeting on March 16, 2017 in Richmond. This meeting lead by Prevent Child Abuse Virginia, offered an opportunity for statewide collaboration and training for the PAT evidence based home visiting program. (SO#2)

Children's Mobile Crisis Intervention

- Natasha Mobley, LPC, participated in the Magellan Crisis Intervention and Stabilization Training, dated March 24, 2017. (SO#1)

Children's Behavioral Health Urgent Care and Children's Mobile Crisis Intervention

- H-NNCSB will host a training for Region V Crisis Intervention staff on April 17, 2017 entitled "Beyond Poverty: Brain inspired ways to understand and respond to poverty." The training will address the specific damage that occurs in the developing brain which has been exposed to poverty, the impact of that damage in the classroom and the community, and the interventions that can be used to overcome the effects of poverty. The workshop will be conducted by Shauna King, Ed.S., of the Upside Down Organization which specializes in neuroscience and interventions to help improve brain functioning. (SO#2)

Child and Adolescent Intellectual and Developmental Disabilities (IDD) Case Management

- Tracey Charity-Ray, Manager and CharRae Jordan, Clinical Supervisor represented the H-NNCSB on the Special Education Advisory Committee for Hampton and Newport News. The Hampton SEAC Annual Plan Meeting was held on March 20, 2017. On April 18, 2017, the program will participate as a vendor in the Hampton SEAC Resource Fair to be held at the Hampton School Board Office. (SO#3)

Juvenile Justice Services

- The HNNCSB was represented at the Racial and Ethnic Disparities Training held in Norfolk on March 21-22, 2017. Dr. Nadia Boyd, Psy.D, Juvenile Drug Treatment Court Administrator and Dr. Debbie Hood, LPC, Clinical Coordinator, accompanied teams from Newport News and Hampton as a part of the Hampton and Newport News Juvenile Detention Alternative Initiatives (JDAI).



- Dr. Boyd and Ryan Dudley are working to develop Adolescent-Specific Substance Use Disorder Services through the Addiction and Recovery Treatment Services Program (ARTS) for implementation in early FY2018. As a part of the planning process, a needs assessment is being completed with the Court Service's Units and CSA Offices in each locality. (SO#3)

Hampton Therapeutic Day Treatment Services (TDT) and the Youth Parent Empowerment Program (YPEP) & Child and Adolescent Case Management Services

- Y&F leadership continue to participate on multiple collaborative workgroups that support the City of Hampton's System of Care including *The Superintendent's Culture and Climate Task Force*, *YPEP*, *HERE!*, and *B.A.S.E.* The Superintendent's Culture and Climate Task Force, B.A.S.E. and HERE! Workgroups met during the month of March. (SO#1&3)

Therapeutic Mentor Services

- During the month of March, program youth participated in workshops focusing on conscious decision making, the influence of the media, the impact of one's actions on the greater community, and the importance of volunteerism, community involvement and education. (SO#3)
- Numerous youth in the program participated in college tours at both Virginia Commonwealth University and Norfolk State University. (SO#3)
- Based on the local and national increase in opioid use, program educational groups were offered on the definition of addiction, ways to refuse use, and the effects of illicit substances on the adolescent brain. (SO#2&3)

Prevention Services

- Freddie Simons, Prevention Services Director, on behalf of the HNNCSB, completed a joint application on behalf of the cities of Hampton and Newport News for the Minority Youth Violence Prevention Grant. The proposed project, "Two Cities-One Goal," represents a collaboration among the cities of Hampton and Newport News, their respective Public School Systems, Departments of Human Services, the Peninsula Health Department, Police Departments, the Boys and Girls Club, and the City Manager's Office of each city. Virginia Polytechnic Institute and State University (Virginia Tech) has agreed to participate in the evaluation process and serve on the Institutional Review Board. The grant application will be submitted by April 4, 2017. (SO#2A)
- Prevention Services completed the second phase of the Community Needs Assessment for the HNNCSB which focuses on the topics of opiate abuse, marijuana use, and underage drinking and other drug use for the Cities of Hampton and Newport News. (SO#2)
- Prevention Services initiated the data collection process on tobacco advertising and promotion in over 200 tobacco retail stores in the H-NN area to be included as part of the state data base. Priority retail stores include those near youth servicing centers and retailers with previous tobacco retail violations. (SO#2)

2. Updates/Trends (local, state, federal) relevant to service area

Prevention Services

- Prevention Services continues to meet the requirements for the Regional Suicide Prevention Grant. To date, five Mental Health First Aid Classes have been completed and a two day Assist Suicide Intervention Training is scheduled for April 2, 2017. (SO#2)

Therapeutic Mentor Services

- Multiple youth have completed applications, with the assistance of their therapeutic mentors, to participate in the 2017 Summer Training and Enrichment Program (STEP) offered by the city of Newport News. (SO#2&3)
- Glenn Savage and Erica Booth, Clinical Services Supervisors, continue to attend bi-weekly meetings related to the Mayor's Initiative to End Bullying in the City of Newport News. (SO#2)
- Several youth in the program participated in the March for Unity to End Racism on March 25, 2017. (SO#2)

Youth and Family Services

- On March 20, 2017, Natale Ward and representatives of the Youth and Family Services Division graciously accepted a donation of 200 copies of the book entitled *At the Farmer's Market* from Hampton Roads Chapter of the National Black Child Development Institute (BCDI). Mrs. Darlene Walker, Chapter President, offered thanks to the HNNCSB as its Corporate Partner. The books shall be distributed to variety of agency consumers who read on a Pre-Kindergarden-3rd Grade reading level. The books are designed for read-aloud events with children and families which supports our mission to enhance literacy in the Hampton Roads area. (SO#2)



MEDICAL SERVICES

Baltej S. Gill, M.D., D.F.A.P.A., Senior Medical Director
Anne Whitaker, Director of Nursing Services

1. **DIVISION GOALS**

Promote wellness and grow the integration of primary care and onsite pharmacy services

PACT RNC, Allison O'Brien, has taken the lead in coordinating with Genoa for the transition of pharmacy services effective May 1.

Riverside Nursing Students did group presentations on various health related topics at Bright Beginnings. The program continues to offer a daily walking group for physical fitness as well as various community outings to encourage community integration.

All Medical Services programs are linking individuals to SEVHS for primary care services as well as encouraging use of Genoa Pharmacy Services.

Retain current and prospective Physicians, Nurses, Therapists, Counselors and Coordinators to allow timely access to services

Adult Comprehensive Outpatient Services (ACOS) remains down two psychiatric provider positions. We currently have a growing wait list for Medication Management Services of 360.

ACOS Therapy Services has one vacant therapist position and currently no wait list.

Bright Beginnings continues to improve their attendance and had 54 individuals enrolled in the month of March, which is up 2 from February. Attendance continues to improve and the referral list has decreased to 18. The program is striving to maintain an enrollment of 55 – 60 individuals.

PACT enrolled 2 new individuals in the month of March from their wait list. Two remain on wait list.

Goal to meet defined daily and monthly targets and explore reasons when not met to improve show rates and billable services

PACT and Forensic PACT was able to exceed monthly revenue targets in March and once again was recognized as an Over Achiever the month. Way to go PACT!

Bright Beginnings exceeded their new monthly billing target once again this month. They continue to increase daily attendance and bring on new program enrollments, which has positively impacted revenue. They had an average of 28 individuals attending daily. Keep up the good work!

ACOS Medication Management Services and Therapy Services failed to meet monthly target due to vacant positions and staff out on medical leave and annual leave.

Medical Services Division will enhance our collaborative relationship with our community partners to strengthen our individual referral base, improve communication when transferring care and maximize revenue

Bright Beginnings continues their “open door” policy accepting referrals from private MHSB providers in the community and maintaining collateral contact to coordinate care. Individuals can walk in the door and request referral for services, and PSR has a good relationship with several of the private MHSB providers in the localities.

ACOS continues to work closely with local hospitals, jails and primary care providers including SEVHS to ensure effective communication in providing care for the individuals we serve.

2. PROFESSOINAL DEVELOPMENT

Anne Whitaker, RNC, attended the Virginia Department of Health Addiction Disease Management training in Williamsburg on March 1.

Kris Provenzano, LPN, attended Opioid and Heroin Symposium on 3/14/17.

Meriah Holtzclaw, LPN, attended the Tardive Dystonia Conference at Eastern State Hospital on 3/24/17.

Rosa Avant, Forensic Service Coordinator, attended a training titled Addressing Mental Illness in the Criminal Justice System provided by the Hampton Roads Chapter of the American Society for Public Administration.

Latasha Anderson, PACT Clinician, attended a training titled Motivational Interviewing for Home Visitations given by Early Impact Virginia.

3rd Quarter 2017 Outcome Results for ACOS

ACOS Client Survey and Post Discharge survey had all positive responses, including, “CSB is a good medical place to get my medication.” And “I love Deloris! She is always cheerful and so friendly! And always asks how you are doing! She is great! I would miss her horribly at the front desk!”

One post discharge comment included “Psychiatrist explained he had done all he can and services were no longer needed” He reported he was “Happy with services, recommendations were great!” “No improvements needed. Staff was professional, “excellent”. “I was in a very bad place in life during the time I was seeking services from the CSB. It was much needed”

ACOS Psychiatric Evaluations

Scheduled: 129

Attended: 22 (81%)

No show: 22 (17%)

Cancelled: 2 (2%)

ACOS Hospital Discharges

Scheduled: 91

Attended: 72 (80%)

No Show: 10 (11%)

Cancelled: 9 (9%)

CRISIS SERVICES

Derek Curran, Director

1. Activities Accomplished (linked to strategic plan/goals/objectives)

➤ **Regional Crisis Stabilization Unit (RCSU):**

- Revised program description to offer medically monitored withdrawal (detox) services, as appropriate, for clients for clients needing service when admitted for crisis has been completed. We are awaiting licensure approval. (2-B)
- Sixty-two (62) clients admitted; 330 beds used this month.

➤ **Emergency Services (ES):**

- We provided 711.10 hours of services (3,496.60 units).

➤ **NGRI CM:**

- We are managing 50 NGRI cases; 17 with Conditional Release Plans.

➤ **Reinvestment Case Management/Mobile Crisis Service:**

- Served 69 consumers this month. Unfortunately, 21 were admitted to the hospital.

➤ **Jail Diversion/CIT/Restoration Services:**

- Participated in the Hampton Roads Regional Jail's Forensic Advisory Team and clinical staff. (2-D)
- Total Jail Diversion crisis assessments and counseling was 48. We have 12 restoration to competency cases opened.
- Provided advanced training for Officer Trainers to 21 officers and deputies.

2. Updates/Trends

- We have continued to utilize the peer staff assigned to the mobile crisis team to provide peers groups and individual counseling at the regional Crisis stabilization unit. (1-A)
- We submitted jail-diversion expansion proposal to the DBHS. Our proposal requested funds for a re-entry coordinator and emergency and urgent short-term community support funds for individuals being released from prison. (2-A)
- Discharge Planner, along with the Executive Director and Chief Financial Officer met and begun discussions with a new ALF in Hampton to consider a contractual arrangement to admit ESH Geriatric population. (1-A)

SUBSTANCE ABUSE SERVICES

Patty Hartigan, Director

1. Activities Accomplished (linked to strategic plan/goals/objectives)

Partners in Recovery (PIR)

- Clinical staff in the Substance Use Service Division participated in a two day Virginia Department of Behavioral Health Developmental Services' American Society of Addiction Medicine Skill-Building Training in preparation for the implementation of the Addiction Recovery and Treatment Services Waiver for substance abuse services. (SO #1)
- The program description has been completed to add an Intensive Outpatient Treatment program to the agency's continuum of care starting in July. (SO #1)

South-Eastern Family Project (SEFP)

- Christal Britt, Family Care Coordinator participated in a presentation for Norfolk Probation and Parole. She was also present at the Opioid and Heroin Symposium and the 2017 Annual Meeting and Training Trauma-Informed Care and The addicted Brain, hosted by the Virginia Association of Addiction Professionals (VAAP). She participated in the CFSR preparation training for CPS audit review during this period. (SO#2)
- The new Clinical Supervisor, Diane Stephens-Smith was hired and began her position on March 6, 2017. (SO #1)
- SEFP is currently in the process of much needed building upgrades related to the installation of new floor tiling and carpet throughout the entire building. SEFP will be hosting an open house in the spring, inviting community referral sources, partners and volunteers to this event.(SO #1)

Substance Abuse Case Management (SACM)

- Dr. Mohsin provided training to support service provision and engagement of individuals diagnosed with Personality Disorder to Substance Abuse Case Management staff. (SO #1)
- Program Manager attended the Virginia Association of Medication Assisted Recovery Programs 10th Annual Conference in Richmond, Virginia. Project Link and South Eastern Family Project program information was provided at the table hosted by the Virginia Department of Behavioral Health and Developmental Services. (SO #1)
- Program Manger participated in "Training Tool Box for Addressing the Gender-Specific Service Needs of Women" and "Overview of 42 CFR Part 2 Modernization." Both of the webinars were provided by the Substance Abuse and Mental Health Services Administration. (SO #1)
- Substance Abuse Case Management staff attended the Opioid and Heroin Symposium sponsored by The Newport News Child Advocacy Team. Patty Hartigan, Director, was a moderator at the event held at Christopher Newport University. (SO #1)

- In conjunction with Minority Aids Support Services, the quarterly HIV Testing and Education sessions were scheduled for 2017. The first session was completed this month and 5 individuals participated in the event which is open to the community (SO #2)
- Kat Cannady, Program Manager collaborated with Training Services to develop the Substance Abuse Prevention and Treatment Block Grant (SAPT) training for staff in the division to support requirements outlined in the federal guidelines for recipients of the grant funds (SO #1).

2. Productivity/Utilization Status (related to service barriers and/or expanded access)

Partners in Recovery (PIR)

- The Licensed Therapist is scheduled to start on 4/10/17, in the Outpatient Treatment Program, at PIR. (SO #1)
- Next Step Psychosocial Program has 27 individuals currently enrolled, with a maximum capacity of 30. (SO #3)
- Outpatient Treatment has 104 individuals currently enrolled. (SO #3)
- All PIR staff were cross-trained on the current Intake process to be able to complete this task in the absence of the clinical assistant, to ensure that daily enrollment to services are not impacted. Manager was granted permission by the Change Committee to identify specific staff to be trained to have access to complete the intake process to expand access and prevent any barrier to treatment services at PIR. (SO #3)

Substance Abuse Case Management (SACM)

- Program Manager met with a representative from First Baptist Denbigh to provide information regarding Project Link Case Management services in an effort to foster partnerships within the community (SO #3).

3. Updates/Trends (local, state, federal) relevant to service area

Partners in Recovery (PIR)

- PIR Program Manager, Lucky Gregory participated in an addiction forum/panel on the Decriminalization of Marijuana. (SO #2)
- PIR Program Manager attended a training on Integrative Treatment Services (Transforming Addiction Treatment). (SO #2)
- PIR Program Manager assisted with revising the Service Specific Provider Intake to include the ASAM justification for level of care, in preparation for the implementation of the ARTS Waiver on April 1st. (SO #2)
- PIR Program Manager participated in a training on 42 CFR Part 2. SO #1 and SO #3
- PIR Program Manager attended the Change Committee Meeting and received approval for the new MH/SA-SSPI form to be implemented effective 4/1/17. SO #1

- PIR Program Manager attended the monthly Re-Entry Housing Sub-committee Meeting. (SO #3)

Peer Recovery Services

- Alethea Lambert, Eddie Wiggins, and Angela Hendking completed the Department of Behavioral Health and Developmental Services Office of Recovery Services Peer Specialist Training of the Trainers on March 15th (SO# 2)
- Alethea Lambert, The Peer Recovery Coordinator (PRC), completed the REVIVE Master Facilitator Training on March 28th. The PRC provided a REVIVE Lay Rescuer Training at the Southeastern Family Project for staff on March 21st. (SO# 2)
- The PRC represented Region V at the 3rd Annual Population Health Summit of Virginia “From Information to Action: Choosing, Using, & Sharing Data to Improve Population Health” (SO#3)
- The PRC continues to work as part of the Peninsula Opioid Workforce Task Group (PECOR). The PECOR held a community forum to include a showing of ‘The Hardest Hit’ a movie depicting the heroin epidemic in Virginia, a panel discussion, and community vendors on March 29th at the Langley Baptist Church. Patty Hartigan, Director participated on the panel. (SO#3)

South-Eastern Family Project (SEFP)

- REVIVE training took place in March and another training for the remainder of the staff and residents will take place in May, 2017. (SO#2)

4. Service Recognitions and/or items relevant to service area

Substance Abuse Case Management (SACM)

- Memorandum of Agreements were completed with both the Farley Center at Williamsburg Place and Rappahannock Rapidan’s Boxwood Recovery Center to provide withdrawal management and residential services for residents of Hampton and Newport News. There are pending agreements with Rubicon and Virginia Beach Detox. (SO #1).
- Requests for residential substance abuse treatment and detox are as follows:
 - Number of requests for opiate detoxification: 1
 - Number of requests for other detox: 1
 - Number of requests for residential treatment: 3
 - Pending active referrals prior to this month: 6

Drug Treatment Court

- Sherry Glasgow, Drug Court Administrator, attended the Virginia Drug Court Associations board meeting. As a board member, she will begin meeting with State House Appropriation members in her local area to advocate for drug court funding. She will also begin the planning process for the annual State DUI/Drug Court conference. This conference educates approximately 300 drug court professionals annually. (SO #3)

INTELLECTUAL AND DEVELOPMENTAL DISABILITY SERVICES

Carol McCarthy, Director

1. *Maintain financial performance necessary for the continuing provision of quality services*

- During the month of March, IDD Residential continued to focus on decreasing the use of overtime. A review of the financial reports for February showed that the overtime pay had decreased. Interviews were completed for direct care staff in order to fill the existing vacancies; however, two fulltime positions were also vacated during the month. The program has begun utilizing PRN staff to help with filling shifts and expects to see a decrease in overtime as a result of this newly implemented strategy.
- As of the end of March, there was one resident vacancy in Terrace place and no vacancies in the remaining waiver homes. Gilbertson Lodge ICF has two vacancies as a result of a resident passing away in January and one during this month. There is a prospective resident for Terrace and it is anticipated that the vacancy there will be filled in the next 60 days. The Residential Management Team is in the process of assessing individuals for the ICF vacancies.
- Support Coordination provided services to 624 individuals, 524 are waiver recipients. The waiting list has decreased as a result of the last waiver slot meeting when 21 slots were assigned to individuals on the Priority 1 waiting list (**Priority 1- 71, Priority 2- 216, Priority 3- 135**) As part of the budget reforecast the revenue target was changed from 578 to 524. In addition, two Support Coordinator positions were abolished.
- Program Enrollment at Creative Options is 114, average daily attendance is 84. The program expects one new enrollment. There are three vacant part time positions that are not being filled to help offset the decreased revenue. Also, the individuals that reside in the HNN CSB group home will be extending their day support hours.
- Flow Charts were developed for support coordinators to provide guidance in billing and or completion of necessary paperwork in regards to the DD population.
- REACH received 110 calls to the crisis line during the month of March, of which, 44 calls were crisis calls and 66 calls were informational or non-crisis in nature.
- There were 9 individuals who utilized the Crisis Therapeutic Home (CTH) in March, of which, 4 were newly admitted and 3 were discharged; 5 individuals were carried over from the previous month.
- REACH Leadership met to discuss ways to maximize revenue. A training on accessing GAP funds is planned for next month in order to develop a plan for individuals who enter the REACH program without insurance but who have a mental illness diagnosis.

2. ***To pursue an expansion of services and training so that the HNNCSB can offer services to ID/DD private providers and agencies within the greater community.***
 - Program Manager met with Child and Adolescent Case Managers to review services offered at Creative Options. Case Managers were invited to tour the facility (interested families/individuals invited as well).
 - Daphne Cunningham, Residential Services Director and Deborah Simeon-Dohmann, IDD Program Specialist, met with DBHDS staff along with representatives from several other providers on March 10th discuss the development of the Shared Living service which is a new service provided under the redesigned waivers. DBHDS is in the process of finalizing the guidelines for this service, after which time, it will be decided whether this is a service that can be pursued by the HNNCSB Residential program.
 - Support Coordinators attended a training related to “***Health and Safety Alerts***” to increase the awareness of risk associated with a particular medical diagnosis. The Support Coordinator will provide information (signs & symptoms) to the provider and will review all medical documentation to ensure that the individual is receiving proper medical care.
3. ***Assist individuals with ID/DD in leading more productive and autonomous lifestyles, and to promote healthy choices through premier services, advocacy, and education.***
 - Three members of Our Choices will be participating in a fundraiser, Spring Fling Craft Fair and BBQ on April 5th. The activities will include making arts and crafts and preparing barbeque. The individuals chose to make a variety of items including wreaths, aprons, jewelry and paintings. The Residential Services Director continues to encourage increased participation in the advocacy group from the individuals residing in the residential program. It was suggested to Deborah Simeon-Dohmann, Our Choices Facilitator, change in the time when meetings are held may result in increased participation.
4. ***Updates/trends (local, state, federal) relevant to your service area***
 - Three Residential Supervisors and the Residential Services Director participated in the Region V Coaches Gathering on March 9th. The topic of discussion was primarily the development of the one-page profiles. The content of the meeting was shared with the remaining residential supervisors during their monthly meeting and a goal was developed that all individuals residing in the residential program have one-page profiles completed as part of their annual meeting.
 - REACH Director Ron Clark and Daphne Cunningham participated in the REACH Director’s meeting in Charlottesville. Topics of discussion included making the REACH documents uniform across all regions and streamlining the paperwork process for the REACH program.

QUALITY MANAGEMENT

Dr. Melanie Bond, Director

1. **Quality Assurance and Improvement Department Activities**
Members of the QM Division participated in a DMAS audit of Therapeutic Day Treatment Services from February 1-3, 2017. At the conclusion of the audit, D. Chavis, DMAS Reviewer, provided preliminary findings that included positive reviews of the TDT service delivery and clinical documentation. A final report from DMAS is forthcoming.

The Delmarva Foundation IDD reviews of the Support Coordination Services occurred on March 8th, 13th, 22nd and 27th. Members of the QM Division participated in this review by coordinating meetings and retrieval of documentation with Support Coordination staff. The QAIM, IDD Director, and Support Coordination Supervisor participated in interviews with the Quality Assurance Reviewer. A final report of the review is forthcoming.

Members of the QM Division participated in a DBHDS licensing review on March 2, 2017. Gail Schreiner, Senior Licensing Specialist, reviewed medical records for Outpatient Services (Adult and Child and Adolescent). No citation was issued as a result of this licensure review. Ms. Schreiner also conducted a licensing review of Case Management Services on March 21, 2017. This review resulted in a citation for lack of follow up contacts and person-centered language on the ISPs. Ms. Schreiner made several recommendations including ensuring that the agency's discharge summary and crisis plan templates are updated in the electronic health record and ISPs are updated when life changes take place.

The QM Division submitted (via certified mail) the final installment of HRC clinical documentation to DMAS auditor, D. Chavis, on March 2, 2017. This submission of documents was in response to the HRC self-audit, which DMAS (who visited in February 2017) utilized to verify contents of the review. The deadline to respond to Ms. Chavis' request for records was March 3, 2017. A final report of the review is forthcoming.

Alicia Gaston, Quality Assurance and Improvement Manager (QAIM), participated in the agency's medical doctor's meeting on March 17, 2017 in order to request the doctors' assistance with providing/updating the agency's medical withdrawal management (formerly detox) protocol. This protocol needed to be embedded into the Regional Crisis Stabilization Unit's service description that would be forwarded to the DBHDS Office of Licensing for review and approval. The QM Team received the requested protocol on March 27, 2017 and was able to submit the RCSU service description to the DBHDS Office of Licensing on Friday, March 31, 2017.

2. Continuous Quality Improvement Activities

The Quality Improvement Committee met on March 9, 2017 in order to continue its discussion regarding the effectiveness of the agency-wide medical records review process. Members of QIC agreed to survey their respective programs/divisions regarding the effectiveness of the current agency-wide quality medical record and program review process including Quarterly Program Utilization Reviews. Questions to consider included: What barriers are being experienced with regards to the record review process? Are the current methods of quality improvements effective? What needs to be tweaked/enhanced? Members were asked to provide feedback to Alicia Gaston via email no later than Thursday, April 6, 2017.

Members of the QM Division facilitated a Program Implementation Committee (PIC) meeting on February 17, 2017 regarding the ARTS Waiver. Deputy Director, Tony Crisp, and Substance Abuse Service Director, Patty Hartigan, provided literature and updates on the new services including the proposal to initiate two new services: Intensive Outpatient (IOP) Substance Use Disorder services and Office-Based Opioid Treatment (OBOT). The meeting provided an opportunity for PIC members to identify their roles (IT, HR, Financial, etc.) in the new program implementation process.

3. **Utilization Review Activities**

The QAIM and Utilization Review Specialist (URS) continued to provide guidance and support to agency programs, including recommendations for improvements regarding ongoing clinical documentation and record reviews, as well as interpretation of DMAS and licensure requirements.

Ongoing Internal Record Reviews: The URS completed the monthly quality record review of the PACT program. Other record reviews included: Emergency Services, Hampton Roads Clinic (Opioid Services), Regional Crisis Stabilization Unit (RCSU).

The URS continued to develop and/or update the new record review spreadsheet for various programs. Several program such as REACH and IDD have special requirements that needed to be included on the spreadsheet. The URS developed a new spreadsheet for Intensive Care Coordination (ICC) Services.

Quarterly Program Driven Utilization Reviews: Program driven utilization reviews for the 2nd quarter were due on March 1, 2017. Twenty-five agency programs submitted quality record reviews to the Division of Quality Management. After analyzing the data, the QAIM and URS will provide a program specific report to each division and agency-wide data to the agency's Management Team.

The URS completed Health and Safety Inspections at the following sites: RCSU, Briarfield, Aberdeen, Cornerstone, Winburn, Terrace Place, Gilbertson Lodge, Duval, Grist Mill, SEFP, REACH, Conway and Transcend

The URS, Kathleen Ricci, tendered her resignation, effective March 7, 2017. Her last day with the agency will be Friday, April 7, 2017. The QM Division will work with Human Resources to identify a successor.

4. **Compliance and Standards Department Activities**

During the month of March, the Quality Management Division participated in the monthly VACSB Quality Management Leadership Committee conference call. In addition, the Division continued to attend and participate in the agency's monthly management team meeting to provide agency-wide and division updates and announcements. The QM Division also participated and/or facilitated several professional meetings during the month of March 2017:

1. March 1, 2017: QM continued to meet to outline the Division's plan of action to evaluate RCSU's policies and procedures, organizational chart, and Human Rights concerns.
2. March 24, 2017: QM facilitated a staffing regarding an individual receiving services at Deaf Castle/Bright Beginnings. Focus of the staffing centered on identifying how to maintain consistency among all services provided when engaging with the consumer.
3. March 24, 2017: QM facilitated a meeting involving the IDD Quality Assurance Specialist and the agency's Clinical Documentation Training Specialist to explore and identify how to streamline communication between the trainers and how to ensure consistency in training employees.

5. **Human Rights Investigations, Grievances, Serious Injuries / Illnesses and Deaths**
 During the month of March, 188 incidents were reviewed in Pro-Filer. Out of the 188 total incident reports, 38 were reported in the state Computerized Human Rights Reporting System (CHRIS) as the following:
- There were three Mortality Review Packets submitted to the Office of Licensing during this reporting period.
6. **Southeast Alliance Local Human Rights Committee (SEA LHRC)**
 The next SEA LHRC meeting is scheduled for April 18, 2017.
7. **Corporate Compliance Investigations**
 There was one Corporate Compliance investigation initiated during the month of March 2017, which resulted in no violation of agency Corporate Compliance policies.
8. **Authorized Representative (AR) Assignments**
 During the month of March, six capacity evaluations were completed, which warranted a recommendation for an AR assignment. AR appointment letters were subsequently drafted and provided to the Executive Director to review and sign.
9. **Adverse Outcome Reporting**
 During the month of March, the agency submitted nine reports to Magellan.
10. **Human Rights Trainings**
 During this reporting period, the Division of Quality Management continued to review and update of the agency's Human Rights policy to reflect the recently approved changes to the regulations. The agency's annual training will be subsequently revised.
- In addition, QM attended a Human Rights Regulatory Changes training facilitated by the Office of Human Rights on March 28, 2017. QM will also participate in a webinar training pertaining to 42-CFR Part 2, which will be provided by SAMHSA on March 31, 2017.
11. **Office of Licensing: Report of Concerns and Incidents**
 There were no complaint packets submitted to the Office of Licensing during this reporting period.
12. **Committee Involvement**
 The next Medication Error Committee is scheduled to occur on April 18, 2017.

Quality Management and Corporate Compliance Team

Alicia Gaston, M.Ed., Quality Assurance and Improvement Manager
 Karen Matthews, M.Ed., Ed.S., Compliance and Standards Manager
 Kathy Ricci, BS, Utilization Review Specialist
 Shannon Richardson, BA, Clinical Documentation Training Specialist
 Renee Davenport, Office Manager
 Melanie Bond, Psy.D, Director



MEETING OF THE BOARD OF DIRECTORS

Thursday, March 23, 2017, 5:00 p.m.

CSB Campus Board Room

Present: Dr. Spencer, presiding; Mrs., Cieszynski; Mrs. Dahlen; Dr. Davidson; Mr. Gray; Mr. Morehouse; Mrs. Owens; Sheriff Roberts; Mrs. Rogers; Ms. Russell; Mrs. Stewart; Mr. Supler; Mrs. Thomas; Dr. Williams Hunt

Staff: Mrs. Christian; Mr. Crisp; Mrs. Barnes; Dr. Bond; Ms. Cipriano; Mr. Deisch; Dr. Gill; Mrs. Hartigan; Mrs. Hogge; Mrs. Hunt; Mrs. McCarthy; Mr. McGee; Ms. Newlon; Ms. Thompson; and Ms. Mercado

Guest(s): None

CALL TO ORDER

Dr. Spencer called the Meeting to order at 5:01 p.m., as he welcomed Members, guests, and staff to the March 23, 2017, Meeting of the Board of Directors for the Hampton-Newport News Community Services Board.

REMARKS OF THE CHAIR

Dr. Spencer announced to Members of the Board of Directors that Mrs. Golden Bethune-Hill had communicated her inability to attend the meeting due to a previously scheduled event.

Introduction of Guests

Mrs. Christian advised that while members of the Executive Leadership Team and other staff were in attendance, there were no guests at the meeting.

Other Remarks

Dr. Spencer advised that as the Hampton-Newport News Community Services Board (H-NNCSB) moves through Fiscal Year 2017, Members of the Board continued their commitment to completing the responsibilities of their individual Standing Board Committees. He continued noting a few of the responsibilities of these Committees which included updating the H-NNCSB Board By-Laws and Policy Manual, creating a new and useful Executive Director Performance Evaluation process, remaining focused on the financial aspect of the CSB and its

entities, and determining the next phase of Board advocacy for the customers served. Dr. Spencer used the opportunity to thank Members of the Board for their continued commitment and advocacy for individuals who deal with mental illness, developmental disabilities and substance abuse. He commented that it appeared that Board Member commitments were making a difference by way of the positive response of the General Assembly to the mental and behavioral health portions of the Fiscal Year 2018 Governor's Budget.

PUBLIC COMMENT

There was no response from the audience to Dr. Spencer's request for public commentary.

ACTION ITEM

A.1

The **Minutes of the Board Meeting held on February 23, 2017**, were unanimously accepted as revised removing the name of Mr. Morehouse who, while traveling to get to the February meeting, was unable to attend due to traffic.

COMMITTEE REPORTS

By-Laws

Mrs. Isabela Cieszynski, Chair, By-Laws Committee reported that in the efforts to complete its FY17 responsibilities, Members of the Committee held their last meeting on Thursday, March 9, 2017, at 4:30 p.m. in the H-NNCSB Campus Board Room. She continued noting that at the meeting Members discussed their independent review of the Hampton-Newport News Community Services Board By-Laws and other materials received during their previous meeting in February.

Mrs. Cieszynski advised that with regard to the Committee's independent review of the H-NNCSB Board By-Laws, following additional research, staff confirmed that *Code of Virginia*, Section 37.2-506, which deals with background checks was not relevant to CSBs. She noted that the committee was also reminded that the H-NNCSB already performs its own background checks on all staff. Mrs. Cieszynski added that Members of the Committee also reviewed their suggested addition to the Board By-Laws, namely, Article VIII, Section 4(h), which was returned to the Committee for language clarification. She asked that the Board of Directors please note that Members of the Committee, after much deliberation, believe they have devised the most appropriate language to be recommended to Members of the Board for consideration and that the added Section would be provided shortly for Board Member review.

It was shared by Mrs. Cieszynski that the By-Laws Committee continued their meeting with a review of the new 2017-2021 Strategic Plan, and received an update from Mrs. Christian on the *Summary of Council Consensus on Boards and Commissions Practices* from the City of Hampton. She announced that Members of the Board would be happy to note that neither of the items referenced required changes to the Board By-Laws at this time.

Mrs. Cieszynski asked that the Board of Directors please note that Members of the By-Laws Committee were in the process of completing their review of the extensive H-NNCSB Policy Manual in accordance with By-Laws, Article VIII, Section 6; and that once the Committee completes its review, Members of the Board of Directors would receive adequate notice of any recommended changes in accordance with Article X of the Board By-Laws.

To close her Committee Report, Mrs. Cieszynski advised that the next meeting of Members of the By-Laws Committee had been scheduled for Wednesday, May 10, 2017, at 4:30 p.m., and was open to all Members of the Board of Directors.

Nomination and Selection

Mrs. Mary Stewart, Chair of the Nomination and Selection Committee announced how glad she was that so many Members of the Board were able to make the very important Board Meeting that evening. She reported that Members to the Nomination and Selection Committee met on Thursday, March 16, 2017, at 4:00 p.m. in the H-NNCSB Campus Board Room where the Committee continued discussions regarding the FY18 Proposed Slate of Officers, the annual evaluation of Mrs. Natale Christian, our Executive Director, and they received an update on the *Summary of Council Consensus on Boards and Commissions Practices* recently received from the City of Hampton.

Members of the Board of Directors were advised that while Members of the Nomination and Selection Committee continued discussions regarding the FY18 Proposed Slate of Officers, the Slate would be presented to Members of the Board in May. Mrs. Stewart shared that Members of her Committee spent most of the meeting moving forward with the Executive Director Evaluation process. To that end, Members of the Board were updated that during the Committee meeting, Members received Mrs. Christian's Self-Appraisal and reviewed it along with the Performance Evaluation Tool approved by the Dept. of Behavioral Health and Development Services.

Mrs. Stewart continued that during review, it was suggested by Mrs. Kimberly Thompson, Human Resources Director that the Committee also include a copy of the Executive Director's job description which was revised along with the

Performance Evaluation Tool. That being stated, she advised Members of the Board that their Executive Director Performance Evaluation Package would include, Mrs. Christian's Self-Appraisal, the Dept.'s approved Performance Evaluation Tool, and the Job Description of the Executive Director. Members were informed that all documents necessary for the Executive Director's evaluation process had been placed in a manila envelope and provided for them in their Red Folders. Present Members of the Board responded "Yes" to Mrs. Stewart's request confirming their receipt of the complete Executive Director Performance Evaluation package.

More importantly, Mrs. Stewart advised that Members of the Committee agreed that distributing the Executive Director Performance Evaluation Package at the Board of Directors Meeting would provide Members of the Board ample time to provide written feedback. She asked that they please also note that in accordance with the updated Timeline provided, Members of the Nomination and Selection Committee ask that Members of the Board of Directors return their written evaluation responses to Mrs. Thompson in Human Resources, no later than Monday, April 24th, so that their input may be included in the Committee's final evaluation. Furthermore, Mrs. Stewart requested that written responses be completed in ink and mailed or dropped off in a sealed envelope to Mrs. Thompson marked "personal and confidential".

Mrs. Stewart continued that Members of the Nomination and Selection Committee held brief discussion regarding the *Summary of Council Consensus on Boards and Commissions Practices* recently received from the City of Hampton. She reminded the Board of Directors that Council sought to institute guidelines to limit the number of terms Members of the Board appointed by the City of Hampton could serve. However, Mrs. Stewart reported that Members would appreciate that in a recent meeting with Hampton City Manager, Mary Bunting, Mrs. Christian was informed that the *Summary* did not apply to the Hampton-Newport News Community Services Board as the *Code of Virginia*, supersedes Hampton City Charter, Section 3.12.

As she concluded her Committee report, Mrs. Stewart advised the Board that Members of the Nomination and Selection Committee had not yet received any information regarding the names submitted by the Board to fill our upcoming Board vacancies. She added that the next meeting of the Committee was scheduled for [Thursday, May 11, 2017, at 4:00 p.m.](#), as she invited all available Members of the Board to this very important meeting.

Members of the Board of Directors were informed that the Executive Director Performance Evaluation could also be completed electronically and that Mrs. Mercado would be forwarding the electronic copy to Members of the Board of Directors soon after the meeting. Mrs. Stewart expressed the importance and confidentiality of the evaluation to Members of the Board of Directors as she shared that Ms. Thompson would be available for questions and that all questions are very important.

**Community Relations/
Governmental
Affairs**

Mrs. Beatrice Dahlen, Chair, Community Relations / Governmental Affairs Committee reported that her Committee met on Monday, March 20, 2017, at 4:30 p.m., in the CSB Campus Board Room to receive updates on matters of the Virginia General Assembly, Local Initiatives, upcoming Board of Director Events, and the National Alliance on Mental Health.

Mrs. Dahlen shared that at the meeting, Mrs. Christian provided Members with an update of the Virginia General Assembly, particularly as it relates to the “Same Day Access” component of the STEP Virginia model which is scheduled to become effective on July 1, 2019. She reported that staff are awaiting additional information from the Dept. of Behavioral Health and Developmental Services on the plan for “Same Day Access” implementation. Mrs. Dahlen continued her report noting that Mrs. Christian confirmed her confidence that the H-NNCSB would be one of the 25 chosen CSBs in the Commonwealth to provide “Same Day Access” as the initial component of the STEP Virginia model. It was further discussed that the Agency currently provides all of the other components of the STEP Virginia service model except for “Same day Access”. Members of the Board were provided with copies of the STEP Virginia Bills approved by Members of the Virginia General Assembly for their review.

Mrs. Dahlen added that at their meeting on Monday, Members of the Committee discussed anticipated increased funding to assist with the opioid epidemic, and local initiatives. She shared that with regard to the latter, Mrs. Christian provided Members with an update of recent budget meetings with both Hampton City Manager, Mrs. Mary Bunting, and former Newport News City Manager, James Bourey where it was reported that both meetings went well, and Mrs. Christian advised that City Manager Bunting agreed to support funding for the Hampton Drug Court Veteran’s Track.

Mrs. Dahlen also informed Members of the Board of Directors that the Committee also received an update from Mrs. Sherry Hunt, Director of Communication and Business Development, who provided Members with information regarding the

proposed American Health Act healthcare plan. She advised that a copy of the information shared by Mrs. Hunt had been provided for review by Members, and directed that Members of the Board look at the information as it is one of the very pieces that makes the proposed Act understandable and clear.

Mrs. Dahlen advised that Members of the Committee discussed the upcoming Employee Recognition, 2017 Hall of Fame and Patty L. Gilbertson Award Ceremony scheduled for Wednesday, May 17th, at the Newport News Marriott. She asked Members of the Board to recall the Hall of Fame Criteria provided to them at the Board of Directors Meeting in February requesting nominations for the 2017 Hall of Fame inductee, and announced that Members of the Board would be happy to know that Members of the Community Relations / Governmental Affairs Committee, at their March meeting concurred to induct Senator Mamie Locke and Senator Montgomery “Monty” Mason into the 2017 Hall of Fame.

In closing on her report, Mrs. Dahlen advised that the next meeting of the Community Relations /Governmental Affairs Committee had been scheduled for Monday, April 24, 2017, at 4:30 p.m., and was open to all Members of the Board of Directors.

Dr. Spencer, Board Chair, reiterated the upcoming Employee Recognition, 2017 Hall of Fame and Patty L. Gilbertson Award Ceremony scheduled for Wednesday, May 17th, at the Newport News Marriott, noting to Members of the Board that this is one of the two major events hosted by the H-NNCSB and the importance that Members of the Board participate in the event.

Budget, Finance and Audit

Mr. Thomas Morehouse, III, Chair of the Budget, Finance and Audit Committee reported that Members held a meeting on Monday, March 20, 2017, at 4:00 p.m. in the H-NNCSB Campus Board Room, where Members and staff discussed H-NNCSB Financial Statements and Comparative Balance Sheets through February 28, 2017, for the Hampton-Newport News Community Services Board (H-NNCSB) and its entities.

Members were advised that Ms. Newlon, Chief Financial Officer, advised that staff were well into the FY18 Budget development season, which is scheduled to be presented at the May Meeting of the Board. He continued noting that staff reported reviewing over 50 program budgets and that while challenging, Agency leadership was working diligently to reduce expenses while exploring various other opportunities to increase CSB revenue. Mr. Morehouse provided that Ms. Newlon shared that even with the challenge, Agency Leadership was working to include staff development and recommendations from its recent compensation study in its effort to retain and enhance its workforce.

Mr. Morehouse added that during the Committee meeting, Members were also provided with an update by Mrs. Newlon of the CSB Cash Balance and Operating Reserve where she announced that the H-NNCSB is cash strong and had already funded its 2017 Operating Reserve deposit for this year. He informed Members of the Board of Directors that the Committee meeting continued with a review of the CSB Aging and Earned Revenue, Unbilled Services graph, and Variance Analysis where changes were discussed due to the Reforecast Budget. It was also stated that the CSB Health Insurance was reported to be over budget for the months of January and February due to staff using the remainder of their health reimbursement contributions from the previous year.

Mr. Morehouse shared that Ms. Newlon reported on the Financial Statements and Comparative Balance Sheets through February 28, 2017, for the Hampton-Newport News Community Services Board and its entities; namely, the H-NNCSB Property Company, Inc.; Share-A-Homes of the Virginia Peninsula; Dresden, LLC; and the Trust for Disabled Persons. Moreover, a review of the H-NNCSB Divisional Net Income report showed that while the year-to-date subtotal provided a negative net income under the new Reforecast Budget, there should be a breakeven once mitigated. He announced that Members of the Budget, Finance and Audit Committee were also provided with the positive net income information for both the H-NNCSB Property Company, Inc.; Share-A-Homes of the Virginia Peninsula. While, as usual, Dresden, LLC was reported to be at a cash positive, but a tax negative due to it being a NAP Credit project. It was also reported that there were no new accounts opened in the Trust for Disabled Persons since the prior month.

In closing, Mr. Morehouse asked that Members of the Board please be advised that the next meeting of the Budget, Finance and Audit Committee had been scheduled for Monday, April 24, 2017, at 4:00 p.m., and is open to all Members of the Board of Directors. Dr. Spencer commended Mr. Morehouse and staff of the CSB for providing Members of the Board of Directors with good financial reporting.

CONSIDERATION ITEMS

Dr. Spencer asked that Members of the Board consider attending two events; namely, the fast approaching VACSB 2017 Development & Training Conference scheduled from May 3rd to May 5th, in the City of Portsmouth; and as mentioned earlier by Mrs. Dahlen, the H-NNCSB Annual Employee Service Recognition, 2017 Hall of Fame and Patty L. Gilbertson Award Luncheon scheduled for May 17th, at the Newport News Marriott.

INFORMATION ITEMS

Virginia Association of Community Services Boards (VACSB)

Mrs. Christian reported that she is the Chair of the Nomination and Selection Committee for the VACSB which has nominated Mrs. Beatrice Dahlen for a second term as HPR-V Regional Representative to the VACSB Board of Directors. She added that the nomination will be voted on at the VACSB Conference in May and thanked Mrs. Dahlen for her willingness to serve as the Regional Representative for the Board of Directors.

PRESENTATION

Addiction Recovery Treatment Services (ARTS)

Mr. Anthony Crisp, Deputy Executive Director, and Mrs. Patty Hartigan, Director of Substance Abuse Services, provided Members of the Board with an Overview Presentation of the new Addiction Recovery Treatment Services (ARTS) Program scheduled to be effective on April 1, 2017. Mrs. Hartigan reported that the ARTS Program is a Medicaid program and, as a result, Hampton-Newport News Community Services Board (H-NNCSB) will be able to enhance its substance abuse service. She continued that previously Virginia really did not cover addiction services at all noting the only available funds being for pregnant women. Mrs. Hartigan added that while there was a full continuum of care for people with mental illness, substance use disorders were previously put on the back burner. She continued noting that as you look at integrated care, substance disorders really needed to be more involved.

Mrs. Hartigan provided Members of the Board with a few facts about Virginia's Medicaid Program noting that 1 in 8 Virginians rely on Medicaid, with 50% of Medicaid beneficiaries being children, and that 1 in 3 births in Virginia were covered by today's Medicaid Program. As Medicaid relates to the new ARTS Program, Members of the Board were advised that the H-NNCSB wanted to make sure it expanded substance use disorder services in the areas which are not really reimbursed at all, such as detoxification and residential treatment. She continued noting the agency's excitement that the new ARTS Program also added Peer Support services as a nice benefit for individuals with substance use and/or mental health disorders. Mrs. Hartigan noted that H-NNCSB would also be working with Managed Care Organizations (MCO's) to enhance services.

Members of the Board were provided with a description of how the ARTS Program would reform the current delivery system for Community-based services. She stated that with the current services already provided by the H-NNCSB, the additional services of the ARTS Program would include case management and Peer Support reimbursements and other benefits not currently covered by Medicaid. These additional reimbursements and increased rates would enable the agency to enhance services to its current service model.

The Presentation continued with a description of Medication Assisted Treatment where Mrs. Hartigan noted the definition and evidence, along with the benefits to this area of service provided by the ARTS Program. Members were advised of available medications for medication assisted therapy, prior authorization requirements, reimbursement structures, credentialing requirements, and other benefits to the community, to name a few. Members and staff also reviewed the ARTS Treatment Timeline.

Members of the Board asked numerous questions, regarding Medication assisted treatment, addiction services for pregnant women, keeping individuals out of jail, overdosing and deaths, and other H-NNCSB continuum of care services available. Mr. Crisp noted other treatment modalities as he responded to a questions regarding early intervention. He continued stating that the H-NNCSB plans to also focus on adolescent substance use concerns in an early state to assist in early intervention. In response to another questions regarding 12-Step Programs, Mrs. Hartigan advised that the H-NNCSB really encourages individuals to use 12-Step Programs. She continued noting that staff try to bring in what works for individuals as everyone recovers differently, and we want individuals to be in places where they are supported at their level of need.

In closing, Dr. Gill shared that the opioid epidemic is nationwide as he advised Members of the Board of Directors on recent death statistics. He noted that the Drug Enforcement Agency is also holding physicians who prescribe opioids more accountable. The discussion continued with Board Member questions about Board advocacy, waiting lists, and the need for Medicaid expansion to serve those who do not have insurance.

PROGRAM HIGHLIGHTS

Dr. Spencer announced that Members of the Board were provided with Program Highlights which provided up-to-date departmental information about H-NNCSB and customer activities on Pages 5 through 22 of the Board Package. Members of the Board required no additional information regarding the H-NNCSB Program Highlights.

**CLOSING
COMMENTS**

As the Meeting of the Board of Directors came to a close, Dr. Spencer reminded Members of the Board to mark their calendars accordingly regarding upcoming Standing Board Committee meetings and other events announced during the evening along with the information provided for Members of the Board on Pages 35 and 36 of the Board Planning Calendars of the March Board Package. He also asked that Members take a few minute to review the other media information provided for them in their Red Folders.

ADJOURNMENT There being no further business, the Meeting was adjourned at 6:13 p.m..

Dr. Turner Spencer
Chair

Mrs. Beatrice Dahlen
Secretary

Submitted by GMercado

FY17 Monthly Planner

April 2017

03	9:00 am	HPR-V Executive Directors Regional Meeting
04	11:30 am	Executive Leadership Team
06	10:00 am	Mrs. Ruth Hill, The Healing Place
07	9:30 am	VACSB Leadership Team, Conference Call
10	12:00 pm	Regional Leadership Team, Conference Call
10	1:30 pm	Newport News CPMT
11	9:00 am	FY18 Budget Development
11	11:30 am	Executive Leadership Team
11	1:00 pm	Steering Committee
12	12:00 pm	Debbie Campbell, Riverside Behavioral Health
12	2:00 pm	ESH Discharge Planning
12	4:00 pm	Board Quality Management Committee
13	12:30 pm	Patrick McDermott, Esq.
14	9:30 am	Regional Leadership Team, Conference Call
18	10:00 am	H-NNCSB Health Fair
18	11:30 am	Executive Leadership Team
24	9:00 am	H-NNCSB Management Team
24	4:00 pm	Budget, Finance and Audit Committee
24	4:30 pm	Community Relations / Governmental Affairs
25	11:30 am	Executive Leadership Team
25	1:00 pm	Steering Committee
27	10:00 am	Supreme Court Drug Treatment Court Advisory Committee
27	12:00 pm	NN Youth and Gang Violence Reduction Steering Committee
27	2:00 pm	Hampton CPMT
27	5:00 pm	CSB Board of Directors

FY17 Monthly Planner

May 2017

02	11:30 am	Executive Leadership Team
03 – 05		VACSB 2017 Development and Training Conference
08	1:30 pm	Newport News CPMT
09	8:30 am	EVMS Mental Health Summit, Norfolk
10	3:30 pm	BB&T Health Insurance update
10	4:30 pm	By-Laws Committee
11	4:00 pm	Nomination and Selection Committee
16	11:30 am	Executive Leadership Team
17	11:30 am	21st Annual Employee Service / Patty L. Gilbertson Awards Luncheon and 2017 Hall of Fame Ceremony
18	5:00 pm	H-NN Community Criminal Justice Board
22	9:00 am	H-NNCSB Management Team
22	4:00 pm	Budget, Finance and Audit Committee
22	5:00 pm	Community Relations / Governmental Affairs
23	11:30 am	Executive Leadership Team
23	1:00 pm	Steering Committee
25	12:00 pm	NN Youth and Gang Violence Reduction Steering Committee
25	2:00 pm	Hampton CPMT
25	5:00 pm	CSB Board of Directors
25		HOLIDAY OBSERVED – H-NNCSB Closed.
30	11:30 am	Executive Leadership Team