



MEETING OF THE BOARD OF DIRECTORS

Thursday, February 23, 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 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, February 23, 2017 - 5:00 p.m.

| <u>Documents</u> | <u>Page #</u> |
|--|---------------|
| <i>Cover Letter</i> | 1 |
| <i>Agenda</i> | 2 |
| <i>Action Item</i> | 3 |
| <i>Consideration Item</i> | 3 |
| <i>Information Items</i> | 4 |
| <i>Program Highlights</i> | 5-21 |
| Enclosures | |
| <i>--- A-1. Minutes of the Board of Directors Meeting of Thursday, January 26, 2017.....</i> | 22-33 |
| <i>--- Board Planning Calendars</i> | 34-35 |
| Red Folder Items | |
| <i>--- C-1. Save The Date Flyer - VACSB 2017 Development & Training Conference, Portsmouth</i> | |
| <i>--- I-2. Commonwealth Coordinated Care Plus</i> | |
| <i>--- H-NNCSB 2016 Annual Report</i> | |
| <i>--- Media Information</i> | |



DATE: February 17, 2017
TO: Members of the Board of Directors
FROM: Natale Christian, Executive Director
SUBJECT: **Meeting of the Board of Directors
 Thursday, February 23, 2017, at 5:00 p.m.
 CSB Campus Board Room, 300 Medical Drive, Hampton, VA**

Greetings Members of the Board:

Thank you for your support and guidance during this short legislative session. I believe that our work and advocacy with Legislators will pay off. The trip to Richmond on Wednesday February 1, 2017, was very productive. The individual visits with our local Legislators was well received and provided us with the opportunity to articulate the needs and concerns of the individuals we serve and challenges the mental health system is facing across the Commonwealth.

Attached for your review and consideration are the Agenda and Board Package for the **FY17 Board of Directors Meeting** of the **Hampton-Newport News Community Services Board** scheduled on **Thursday, February 23, 2017, at 5:00 p.m.** At the Meeting, Members of the Board of Directors will receive information from various Standing Board Committees who have held meetings throughout the month of February. For your information, these Standing Board Committees include Members of the **By-Laws Committee** who held their first meeting of the fiscal year on **Thursday, February 9th, at 4:00 p.m.**; and Members of the **Nomination and Selection Committee** who are scheduled to hold a meeting later today, **Thursday, February 16th, at 4:00 p.m.** Additionally, due to the President's Day Holiday on Monday, February 20th, Members of the **Budget, Finance and Audit Committee** will meet on **Tuesday, February 21st, at 4:00 p.m.**, followed by a meeting of Members of the **Community Relations / Governmental Affairs Committee** at **5:00 p.m.** that same date. Please remember that all Members of the Board of Directors are welcome to attend these meetings.

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, February 23, 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 January 26, 2017
5. **Standing Board Committee Reports**
 - By-Laws Committee
 - Nomination and Selection
 - Community Relations / Governmental Affairs
 - Budget, Finance and Audit Committee
6. **Consideration Item**
 - **C-1** VACSB 2017 Development & Training Conference – *May 3rd-5th*
7. **Information Items**
 - **I-1** Addiction Recovery Treatment Services (ARTS)
 - **I-2** Commonwealth Coordinated Care Plus / MCO
8. **Presentation** **Commonwealth Coordinated Care Plus**
Mr. Robert (Bob) Deisch, *Director- Adult Clinical Services*
9. **Program Highlights**
10. **Adjournment**

ACTION ITEM

February 23, 2017

A-1. Minutes of the Board of Directors Meeting of January 26, 2017

Issue: Board approval of the Minutes of the Board of Directors Meeting held on Thursday, January 26, 2017.

Background: Minutes of the Board of Directors Meeting held on January 26, 2017, are included in the Board Package for review by Members of the Board of Directors.

ACTION: Board approval of the Minutes of the Board Meeting held January 26, 2017.

Enclosure: Minutes of the Board of Directors Meeting held on January 26, 2017.

CONSIDERATION ITEM

C-1. VACSB 2017 Development & Training Conference – *Save The Date!*

Issue: *VACSB 2017 Development & Training Conference.*

Update: The Hampton-Newport News Community Services Board has recently received a *Save The Date* announcement from the Virginia Association of Community Services Boards (VACSB) regarding the upcoming VACSB 2017 Development & Training Conference to be held at the **Renaissance Portsmouth-Norfolk Waterfront Hotel** from **May 3rd to May 5th**.

ACTION: We ask that Members of the Board of Directors inform Ms. Mercado of your availability to attend this event.

INFORMATION ITEMS

I-1. Addiction Recovery Treatment Services (ARTS)

Issue: Heroin and Other Opiate Addictions Have Become an Epidemic in Virginia and Across the Country.

Background: The H-NNCSB currently provides a full continuum of substance abuse 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: In response to this increasing need, the agency is currently evaluating existing services and developing a comprehensive plan to enhance our continuum of Substance Abuse Treatment Services. Mr. Anthony Crisp, Deputy Executive Director, and Mrs. Patty Hartigan, Director of Substance Abuse Services, are taking the lead in the planning and development of expansion of services. A plan will be submitted to the Executive Leadership Team in February for review.

I-2. Commonwealth Coordinated Care Plus / CCC Plus

Issue: Effective July 1, 2017, the Department of Medical Assistance (DMAS) will implement a New Managed Care Program for Individuals Enrolled in Medicaid and Medicare.

Background: The Department of Medical Assistance (DMAS) is scheduled to implement a new managed care program for individuals enrolled in Medicaid and Medicare referred to as Commonwealth Coordinated Care Plus or CCC Plus. CCC Plus will require changes to how Community Service Boards administer and bill for services. These changes will also require that H-NNCSB contract with 7 insurance companies chosen by DMAS.

The Executive Leadership Team is in the process of developing an implementation plan to incorporate this major change to the CSB's continuum of care. Mr. Robert (Bob) Deisch, H-NNCSB Director of Adult Clinical Services, will provide an overview of the CCC Plus Program at the February Meeting of the Board.

Update: The implementation date has been pushed back to August 1, 2017.

Red Folder Item: Commonwealth Coordinated Care Plus / CCC Plus Flyer.

PROGRAM HIGHLIGHTS

MEDICAL SERVICES

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

Division Goals:

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

Genoa continues to provide co-located pharmacy services.

Southeastern Virginia Health Systems, SEVHS scheduled 78 individuals, 48 Attended, 12 No Shows, and 17 Rescheduled. SEVHS plans to increase services beginning February 21st. New Nurse Practitioner, Nicole Sinkler, DNP, FNP-C, hired in January and will work in CSB office on Monday, Tuesday and Wednesday from 8:00 am – 5:00 pm. Dr. Friend will continue seeing individuals on Friday mornings from 8:00am – 12:00 pm.

ACOS Medication Management Caseload is 2658, with 174 on the waiting list.

Psychiatric Evaluation/Hospital Discharge Show rate for last quarter: October – December 2016:

Psychiatric Evaluations: **81%** (249 Scheduled, 201 Attended, 45 No Show, 3 Cancel)
 Hospital Discharges: **69%** (111 Scheduled, 77 Attended, 22 No Show, 14 Cancel)
 Geriatric Services Caseload: 576, Therapy Services Caseload: 250

PACT continues to grow its monthly Walking Program and Women's Assertiveness Group. Amy Emilio, LPN, Service Coordinator, initiated a Diabetes Awareness Group in December that was very well received. Allison O'Brien, RNC is in continuing discussions with Genoa regarding Genoa becoming the PACT pharmacy. PACT also has an agreement with SEVHS for PACT individuals to assure continuity of care and timely services.

PACT welcomed new Service Coordinator, Janelle Amezcua, MSW, and Peer Recovery Specialist, Renee Cox in January. This has allowed us to start enrolling from our wait list of 12. PACT Manager, Connie Vatsa, attended the in-service by VACSB on the coming changes to Medicaid Managed Care. Connie presented an overview of the information to the PACT team to assist in preparing for the change.

Psychosocial Rehabilitation Services: Bright Beginnings is working on decreasing their wait list of 16 and increasing daily attendance. Bright Beginning promotes ongoing wellness through their daily walking group where individual's track their steps and walk around campus. Riverside Nursing Students started their clinical rotation at Bright Beginnings in January and provided group presentations weekly on various health and wellness topics.

7 intakes completed in January, 2 no shows, 48 individuals enrolled in PSR services at end of January with 4 intakes scheduled for February. Average daily attendance was 22 this month, which was impacted by inclement weather and no shows.

Regional Deaf Services: Dr. Markham spent hours working with Norfolk CSB to connect a deaf undocumented alien who is a resident of Norfolk with much needed services.

On Jan 17, Dr. Markham met with newly hired, DARS Counselor for the Deaf & Hard-of-Hearing, Kristy Pomerleau. Kristy is deaf and, thus, uses American Sign Language as her native language. Dr. Markham shared information on HNNCSB services, eligibility, overcoming transportation and communication access, and referral process. Dr. Markham provided her a tour of the therapy, day program, and case management facilities and said hello to those deaf services providers who were available.

Medical Services attended the January Peninsula Task Force on Aging meeting, as well as the monthly Coalition of Chronic Condition, Awareness, Resources and Education.

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 January there were 21 new hires; 16 full-time and 5 part-time. The new hires include 4 Behavioral Counselors, 4 Case Managers, and 4 Community Services Associate II.

2. Training Services

During January, a community based Mental Health First Aid course was held with 24 participants including staff and community participants. Mental Health First Aid sessions will continue in February and through the year. Additionally Applied Suicide Intervention Skills Training (ASIST) will be held this spring. During January a total of 1314 staff members took on line courses through our Learning Management System. 230 staff members participated in classroom based courses.

3. Committee Updates

➤ Clinical Supervision and Policy Development Committee

The Clinical Supervision and Policy Development Committee is developing a clinical supervision program. All clinical supervision activity will be managed by Human Resources to insure consistency throughout the agency. LPC and LCSW staff will be identified to provide clinical supervision. Licensed eligible staff will be required to sign a Memorandum of Understanding which sets timeframes for the licensure exam and reimbursement for supervision services should the employee choose to leave employment following supervision.

➤ Wellness Committee

The Wellness Committee continues to promote wellness throughout the agency. To incentivize staff to have an annual physical with their primary care physician and complete Anthem's online Well-being Assessment, the committee will hold quarterly drawings in 2017. The committee continues to send "Wellness Wednesdays" emails to the staff with educational materials on maintaining and improving ones overall health.

QUALITY MANAGEMENT

Dr. Melanie Bond, Director

1. Quality Assurance and Improvement Division Activities

The Quality Assurance Improvement Manager (QAIM) participated in the following meetings and activities at the agency, division and program levels:

January 5, 2017 – ARTS Meeting with QM Director and Corporate Compliance Manger

January 11, 2017 – DD Waiver Meeting

January 11, 2017 – Program Implementation Committee Meeting

January 12, 2017 – Quality Improvement Committee Meeting

January 13, 2017 – Program Implementation Committee Orientation w/ Deputy Director

January 18, 2017 – Compliance and Human Rights Planning for RCSU

January 23, 2017 – Management Team Meeting

2. Quality Improvement

The Quality Improvement Committee met on January 12, 2017 in order to discuss the new Program Improvement Plan – how it is working so far, provide additional feedback regarding its purpose within the agency and add the Progressive Disciplinary Action column to the form for accountability purposes. The committee was tasked by the Executive Director to continue with phase two of an agency-wide plan to address systemic clinical documentation issues. The committee reviewed the agency's policy regarding quality improvements including the program driven record reviews.

The Corporate Compliance Manager, QAIM and Utilization Review Specialist met on January 18, 2017 in order to develop a plan for reviewing the administrative functions of the Regional Crisis Stabilization Unit program. At the conclusion of the RCSU review, members of the QM Division will develop a report of findings including recommendations for a compliance and human rights plan.

The QM Division continued to work with Hampton Roads Clinic staff regarding clinical documentation training. Members of the QM Division also provided assistance to the Program Director by conducting utilization review of approximately 70 individuals to ensure that clinical documentation was present and to provide a recommendation to resume billing at the program level.

3. Utilization Review

The QAIM and 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), Southeastern Family Project (SEFP), Therapeutic Day Treatment (TDT) and Program of Assertive Community Treatment (PACT).

4. **Quality Management Division Activities**

During the month of January, the Quality Management Division participated in the monthly VACSB Quality Management Leadership Committee conference call. The QM Division also participated and/or facilitated several professional meetings during the month of January 2017:

1. January 13, 2016: QM participated in an interview panel for the Medical Records Division, per the request of Ms. Sheila Leary.
2. January 18, 2017: QM initiated and participated in an initial meeting to outline the Division's plan of action to evaluate RCSU's policies and procedures, organizational chart, and Human Rights concerns.
3. January 26, 2017: QM coordinated and facilitated a face-to-face meeting, to include IDD and ECC Case Management personnel, to address a Consumer's concerns regarding the direction of their case management services.

5. **Human Rights Investigations, Grievances, Serious Injuries/Illnesses and Deaths**

During the month of January, 113 incidents were reviewed in Pro-Filer. Out of the 113 total incident reports, 32 were reported in the state Computerized Human Rights Reporting System (CHRIS).

There were two Mortality Review Packets submitted to the Office of Licensing during this reporting period.

6. **Southeast Alliance Local Human Rights Committee (SEA LHRC)**

The SEA LHRC met on January 17, 2017 and supports 17 providers in the area, to include the H-NN CSB. In total, 13 providers were in attendance.

On the agenda for new business included the following:

- Karen Matthews, H-NNCSB, presented updated/revised Rules of Conduct for approval for their Regional Crisis Stabilization Program. Chair Ms. Pegram confirmed that everyone received the Rules of Conduct.
- Karen reported that two corrective action plans were issued for the Adult IDD Case Management program by the Office of Licensing in August and October. The agency's response to both CAPS was approved. Ms. Matthews noted that their Hampton Roads Clinic was issued a corrective action plan by the Office of licensing in September. Ms. Matthews also reported that their Hampton House closed December 31, 2016.
- Advocate Jones announced that several revisions pertaining to the Human Rights regulations were recently approved by the Governor and is currently in the final 30-day review period. He noted that the 30-day review period is a period that is open for individual comments.
- Advocate Jones announced that there will be training on Tuesday, March 28, 2017 from 9-5 pm at Eastern State Hospital, Auditorium Building 3.

The next SEA LHRC is scheduled for April 18, 2017.

7. **Authorized Representative Assignments**

During the month of January, three capacity evaluations were completed, which warranted a recommendation for an AR assignment. An AR appointment letter were subsequently drafted and provided to the Executive Director to review and sign.

8. **Adverse Outcome Reporting**

During the month of January, the agency submitted six reports to Magellan.

9. **Human Rights Trainings**

During this reporting period, the Division of Quality Management initiated a 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.

10. **Committee Involvement**

The Medication Error Committee met on January 11, 2017:

- Review of all med errors for the quarter:
 - Will continue to make recommendations for programs, as needed to improve distribution, storage, and disposal of medications
 - Identified staff that will be required to go back through the Medication Administration class

The Quality Improvement Committee met on January 12, 2017:

- ELT is pleased with PIP that was developed by QIC committee
 - PIP is currently being utilized by two CSB programs
 - An additional column was added to PIP form, as requested by ELT, to track if Progressive Disciplinary Process was utilized by supervisor. This provides documentation as to what disciplinary-related steps, if necessary, have been implemented in addressing an issue.
- ELT has requested that QIC review QM Policy #15: *Quality Medical Record Review & Quality Assurance Audits of Programs/Services* in order to review what is currently in place, if it is still relevant and applicable, and to update the policy to meet current best practice standards.
- QIC meetings will resume meeting on a monthly basis

YOUTH AND FAMILY CLINICAL SERVICES

Lisa S. Hogge, Director

1. **Activities Accomplished (linked to Strategic Plan / Goals / Objectives)**

- The H-NNCSB, as a leader in integrated, behavioral healthcare services, partnered with the *Celebrate Healthcare Organization* to host the *Mega Enrollfest* on January 28-29, 2017 at the Hampton Roads Convention Center. HNNCSB staff shared critical information about agency services with several hundred individuals during the event. Topics including Trauma Informed Care, Peer Recovery, and the Opioid Epidemic were highlighted. During the two-day event,

nearly 300 individuals enrolled for healthcare. Agency participation was coordinated by Natale Christian, Executive Director, who attended the event. Other agency participants included Sherry Hunt, Director of Communications and Business Development, Lisa Hogge, Youth and Family Director, Patty Hartigan, Director of Substance Abuse Services, Althea Lambert, Coordinator of Peer Recovery, Robin Claud, Youth and Family Office Manager and Beverly Smith, Manager of Child and Adolescent Mental Health Case Management. (SO#3)

Newport News Therapeutic Day Treatment, Children’s Behavioral Health Urgent Care (CBHUCC), Children’s Mobile Crisis and Child and Adolescent Mental Health Case Management

- The Youth Family Services Division provided Professional Development Training for Newport News Public Schools on January 30, 2017, addressing needs at 3 separate locations. Dr. Ramiz Audi, Child Psychiatrist, provided an “*Overview of Childhood Mental Illness*” to all of the School Division’s Professional School Counselors, Truancy Workers and Student Intervention Specialists, through four separate sessions. Ryan Dudley, Therapeutic Day Treatment Administrator, coordinated and participated in each session. (SO#1,2 &3)
- Lisa Hogge and Beverly Smith provided a *Trauma-Informed Care Training* for the School Division’s Security Officers. Julia Canestrari, LCSW, CBHUCC Program Manager and Natasha Mobley, LPC, Children’s Mobile Crisis Clinician provided similar Training for the Social Workers and Psychologists. Provision of this training aligns with NN Community Policy and Management Team’s plan to develop trauma informed agencies and a trauma informed community network and supports the bullying and violence prevention efforts in Newport News. (SO#1&2)

Juvenile Justice Services: Newport News Juvenile Drug Treatment Court (NNJDTC), Clinical Services at the Court Service Units of H-NN and Juvenile Detention

- The NNJDTC in collaboration with CSB clinical staff at the NN Court Services Unit, have implemented a tiered approach for assessing and implementing substance abuse services. This creative treatment approach represents coordination between the Juvenile and Domestic Relations Court Judges on the team, the Court Services Unit staff and the NN Commonwealth Attorney’s Office. The process allows for timely identification of youth who have not successfully engaged or progressed with less intensive service options. (SO#3)
- The NNJDTC Advisory Committee will meet on February 10, 2017 to review and revise the Program’s Policies and Procedures and Participant’s Handbook, including discussion with the identification and referral of potential participants. (SO#3)
- Services provided to 10 participants and two referrals are currently being assessed for clinical and legal eligibility for the program.
- Lisa Hogge participated in a retreat on January 18-19, 2017 to plan for the 2017 Summer Training and Enrichment Program (STEP) hosted by the City of Newport News as a component of the city’s violence reduction plan. (SO#3)
- NN Court Services Unit Clinical Services
 - Screenings and/or Clinical Assessments were provided to 25 youth.
 - Impulse Control/Anger Management Group, utilizing the evidence-based curriculum, *Aggression Replacement Training (ART)* began on January 31, 2017, for a 6 session cycle
 - Psychoeducational Substance Abuse Group, utilizing “*The Truth About Drugs*” curriculum, also began this month and will be 4 weeks in length.

A six session Substance Abuse Treatment Group will begin in March to address coping, refusal skills and relapse prevention.

Hampton Therapeutic Day Treatment Services (TDT) and the Youth Parent Empowerment Program (YPEP)

- The *Superintendent's Climate and Culture Task Force* meets monthly. The Task Force is comprised primarily of Hampton City Schools Leadership, key stakeholder representation, and providers who address the ongoing needs and coordination of services available to students and families. HNNCSB continues to be represented on multiple collaboratives that support the City's continuum of care that including *YPEP*, *HERE!*, and *B.A.S.E.* (SO#3)

Child and Adolescent Mental Health Case Management, Children's Mobile Crisis Intervention and Therapeutic Mentoring

- On January 10, 2017, Hampton Department of Human Services new employees received an orientation and overview of HNNCSB Youth and Family Services facilitated by Beverly Smith. (SO#2)

Newport News Healthy Families Case Management

- Under consideration as a Comprehensive Health Investment Program (CHIP) of Virginia site, the Newport News Healthy Families program is collaborating with the HNNCSB and Peninsula Health District, to determine any plans for this potential addition of CHIP services. (SO#2)

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

- CharRae Jordan and Elisha Newton, Clinical Services Supervisors, conducted a Waiver Redesign Presentation to the Hampton Newport News Infant and Toddler Connection (ITC) on January 11, 2017. HNNCSB continues to receive Case Management referrals from ITC and EPIC as children age out of Part C Early Intervention Services. (SO#3)

Prevention Services

- Our partnership with our local Prevention Coalition and Alternatives, Inc. is progressing very well. HNNCSB will host an all-day retreat on Saturday, February 4, 2017 to begin formal planning for our *2017 Summer Youth Leadership Institute*. The Blechman Family Trust provided a \$13,000 award to support our efforts last year and have indicated a desire to support us again this year. (SO#2)
- Our Region V Prevention Council received a \$125,000 grant to increase Suicide Prevention training in our area. (SO#2)
- Region V has formed a Suicide Prevention Task Force which meets bi-monthly. Plans are currently underway for an annual conference on suicide prevention. (SO#2).
- The Prevention Services Department, through our agreements with Alternatives, Inc., continues to implement the following programs in accordance with grant requirements: ALS PALS, RELATE, Relationship Education Leading Adolescents Toward Empowerment, LIFE Skills Program and Strengthening Families.

- Prevention Services continues to offer Mental Health First Aid and ASIST training to our staff and the community. Three trainings were held this month.

Child and Adolescent Case Management Services, Therapeutic Mentor Services and Prevention Services

- Beverly Smith, Glenn Savage, and Erica Booth, staff of the Youth and Family Services Division, attended the first planning meeting of the *2017 Mayor's Initiative to End Bullying* in the City of Newport News. This group will represent the HNNCSB in this annual initiative geared to improve the quality of life for the individuals, families and communities we serve. HNNCSB will participate in the development of activities that will bring awareness to the issue of bullying and expand outreach efforts in our area. (SO#1&2)

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

Hampton and Newport News Therapeutic Day Treatment Services (TDT)

- H-NNCSB will host the CSB Statewide TDT Coalition meeting on February 3, 2017 in the Board Room. Key topics will include the need for joint advocacy among the CSBs delivering TDT services and the new Magellan TDT Service requirements for Summer Enrichment Programs (SEP).

Child and Adolescent Outpatient Services, Intensive Care Coordination

- Magellan Healthcare announced a delay in the start of the Independent Assessment Certification and Coordination Team (IACCT) process, which will serve as an entry point for youth and their families, who are seeking residential services. This was to go into effect on January 1, 2017, and is delayed until July 1, 2017.

Child and Adolescent Intellectual and Developmental Disabilities Case Management

- The first Waiver Slot Assignment Committee meeting under the new Medicaid Waiver Redesign occurred on January 23-24, 2017 at the HNNCSB. As a result, 14 individuals from Child and Adolescent Intellectual and Developmental Disabilities Case Management were awarded waiver slots which will provide funding for life-long, essential services.

Prevention Services

- Freddie Simons, Prevention Services Director, has been appointed to the DBHDS Commissioner's Prevention Promotion Advisory Council. The Council met in January to begin the process of identifying strategies to reduce opiate and heroin use and related overdose deaths in Virginia.

ADULT CLINICAL SERVICES

Robert Deisch, Director

1. **Activities accomplished in the given month that is linked to our strategic plan and 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 ensured that all clients' medical and psychiatric appointments were scheduled accordingly. She also accompanied them to their appointments.
- One client was discharged 1/31/17 from a rehab facility. Program Nurse, Nursing Supervisor and Program Manager all coordinated with respective physicians and rehab facility to ensure that the medications are ordered and available to dispense. Client's follow-up medical and psychiatric appointments were also scheduled. She will be accompanied by staff.

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, supervisors and case managers continue to assist the MCO care managers when they call with client questions/concerns

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

Regional Supervised Housing / Transcend Place

- For January 2017 a client was in rehab for the entire month, affecting the program monthly billing target. Staff have done well with trying to ensure that the billing targets are met, and try to coordinate with each other during off times Program Manager has stepped in to assist with meeting billing targets as well. Since the client has returned to the program, the MHSS counselors and Program Manager will work to exceed billing targets during the months of February and March.

Enhanced Care Coordination Case Management

- ECC/CM continue to meet the CCS3 numbers at 75-81%.

Adult Mental Health Case Management

- For the month of December, AMHCM had 15 billing errors and all of these have been corrected, CCS3 hours were met for the month of December, Revenue goal was exceeded in December

PATH/Newport News Outreach/Safe Harbors/Project Onward

- CCS# numbers were very good for the month of January. All programs are meeting target numbers. PATH has done a very good job of pulling CCS3 # up following a period of vacant positions.

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

Regional Supervised Housing / Transcend Place

- The Program Manager ensures that all staff are up-to date with all mandatory trainings; and will coordinate with staff to make sure they are scheduled for and attend the trainings. They are also offered opportunities to attend additional trainings (i.e. Person Centered Thinking, Mental Health First Aid and Supporting Communication) that will provide them with additional knowledge, skills and abilities for their positions.

Adult Mental Health Case Management

- Supervisors scheduled a training for CM's on Borderline Personality Disorder which will be presented by Dr. Moshin on 3/17. CM's have been encouraged to attend the Communication training for 2/17. Supervisor has also reached out to Shannon, trainer with QM, to develop a training for MHSA's, ISP's, and progress notes specifically geared toward AMHCM- the initial development meeting for this is scheduled for 2/15.

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

Road 2 Home

- Road 2 Home and PATH have established a process of referrals between both homeless teams and it seems to be working so far. Road 2 Home had staff participate in the Point and Time Count this year. Road 2 Home supervisor attends all monthly GVPHC meetings.

PATH/Newport News Outreach/Safe Harbors/Project Onward

- On January 25 was the GVPHC annual PIT count. The supervisor and five staff members participated in counting the unsheltered homeless individuals in Hampton and Newport News. This entails getting up at 5:00am and combing the woods, soup kitchens and other areas for homeless individuals. A quick interview was held with each individual and their information was loaded onto an app on staff phone. All of these numbers will be generated and provided to HUD for future funding. **Unfortunately** this year one team found a deceased homeless individual at a campsite in Newport News. Although this is very grim it is also quite a reality. It is not an easy task being homeless. The individual was not a HNNCSB client and it was later determined that he died of natural causes.
- Supervisor attends all GVPHC meetings monthly and committee meetings. These include SCAAN, HMIS and leadership.

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

Adult Mental Health Case Management

- A new position for an AMHCM was advertised this month and 15 referrals were assigned to CM's this month (13 Medicaid and 2 GAP). There are currently 30 Clients on the Medicaid waiting list and 32 on the GAP waiting list.

2. Updates / Service Recognitions

PATH/Newport News Outreach/Safe Harbors/Project Onward

- No current shortage of homeless individuals. Winter shelters continue to be full. Staff is providing supportive outreach services to both winter shelters in Hampton and Newport News.
- Project Homeless Connect coming in March! This is a service fair for homeless individuals to seek and sign up for services. Vendors include DMV for ID and Virginia birth certificates, both Hampton and Newport News Department of Human Services, Healthcare for the Homeless/SEVHS, HNNCSB and many others. Location and time TBA. Currently one PATH staff and one NN Outreach staff are on the planning committee.

Regional Supervised Housing / Transcend Place

- The clients have been doing well. They seem to improve in their behaviors; and the staff also make strides to better learn and understand the clients' triggers and/or behaviors.
- One client is preparing to utilize public transportation and LogistiCare to get to/from medical appointments, and go out into the community independently.

Enhanced Care Coordination Case Management

- The morale of the ECC/CM is still high, The CM continue to see each consumer on their case load 1x a month and are transporting, setting up appointments within the same month or in the future, and are continually advocating for the consumer.
- ECC/CM are at 100% as it relates to the consumer/s attending PCP appointments. Also, the use of the Emergency Department has declined.

Road 2 Home

- Road 2 Home had a goal of housing 55 individuals and we ended our first year with 49 individuals in housing.

Adult Mental Health Case Management

- AMHCM was recognized as overachievers for the month of December for exceeding our revenue goal by \$11,000.

PATH/Newport News Outreach/Safe Harbors/Project Onward

- All service providers in all programs worked well with clients over the snow storm. Residential clients were provided telephone support during storm and follow up after the storm. Winter shelters had extended hours to assist the non-sheltered clients.

CRISIS SERVICES

Derek Curran, Director

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

Regional Crisis Stabilization Unit

- Hired a new therapist who started this month. She is bilingual in Spanish and English. This will allow the RCSU to expand services to Non-English speaking clients. (Strategic Initiative 1G)
- Derek is working with the regional CSU consortium to develop a more streamlined admission process and to work on developing an admission process that is reflected thru all 3 HPR-5 CSUs. (Strategic Initiative 1E)

Emergency Services

- Hired a new therapist who is currently in training (Strategic Initiative 1E)

NGRI Case Management

- Hired new CM to focus on discharge planning and for state hospital safety net bed admissions. (2.D)
- First client was placed into the new community housing placement apartment. This allows quicker community visits and hopefully quicker discharges for clients under NGRI status (2D).

Reinvestment Case Management

- Continued to work with the indigent clients who were hospitalized in local hospitals and the local CSUs. (1.E)

Jail Diversion Services

- Continues to work with inmates who have serious mental health treatment needs. (1.E)

CIT Training Program

- Dean Barker continues to work administratively to support other local programs as well as local law enforcement entities. (2.D)

2. Updates / Trends

- Continued to monitor the pending bills proposed in this legislative session. Pertinent bills include ones related to NGRI group home placements, several bills relating to Emergency Services, specifically ones relating to who can conduct preadmission screenings.
- The CSB has recently rented an apartment, referred to as Motel 48, which is a supervised apartment which allows for timely placement into the community of state hospitalized NGRI clients. This allows them to quickly acclimate back into the community, refresh their independent living skills and begin process for securing more permanent community housing.

3. Service Recognition and Other Items of Importance

- The CIT Training program and Dean Barker CIT coordinator was featured in several newspaper articles in the past month as well as for working on the HRRJ mental health grant.

INTELLECTUAL AND DEVELOPMENTAL DISABILITY SERVICES

Carol McCarthy, Director

1. *Strategic Initiative #1B*

Continue to monitor financial processes and reporting to provide fiscal transparency, as well as ongoing operational analysis

- Program Enrollment at Creative Options is 111, average daily attendance is 77
- Community Engagement and Group Day referrals are being reviewed to increase capacity.
- IT has also finalized the billing codes for DD Support Coordination. 5074 is designated for DD Screening and 5076 is attached to DD billing. The reimbursement for each screening is \$300 and the monthly billing rate is \$242.73.
- Due to budgetary constraints, a Support Coordinator position was eliminated as part of the budget reforecast. Currently the Adult ID department consists of 22 Support Coordinators with average caseloads of approximately 30, 2 Support Coordinator Assistants, 3 Supervisor's and a Discharge Planner.
- ID Support Coordinator provided services to 638 individuals of which 529 are Medicaid Wavier funded.
- There are no vacancies in the Wavier homes.
- Residential Services Director is exploring options to reduce the cost of overtime in the group homes. The reimplementation of developing a (PRN) staff list is in progress.
- The wavier redesign was implemented on 9/1 at which time reimbursement rates changed for residential services. All revenue was reimbursed for September 1 –December 31, 2016 with the exception of three remaining authorizations.

2. *Strategic Objective #2*

Pursue further revenue diversification and expansion of services, supports and prevention activities so that HNNCSB can improve the quality of life of the individuals, families and communities we serve an expansion of services and training so that the HNNCSB can offer services to ID/DD private providers and agencies within the greater community.

- As the DD process is new to Support Coordination, the intake process is currently under construction and being revamped to fit the updated requirements for Waiver Redesign. Although individuals will continue to be provided choice all CSB's have become the main portal for both ID and DD for individuals to obtain services. In an effort to transition seamlessly, the Clinical Director-Carol McCarthy has assembled a weekly meeting to include Adult and Child and Adolescent Supervisors. The purpose of this meeting is to develop a Workflow and develop consistency in the areas of documentation, intake, and completion of assessments.
- A meeting is scheduled with HNNCSB and DBHDS to help develop guidelines for a new wavier service, Shared Living. The meeting is scheduled for 2/10. The goal of this service is to provide an opportunity for individuals who have previously resided in group homes or family homes to pursue living in an apartment with a roommate, whose services would not be paid, but would rent and food cost would be covered under the Shared Living service. Some individuals have expressed a desire to move into their own apartment and we are exploring this services for two individuals who currently reside in the ID Residential programs.

3. *Strategic Initiative #1G:*

Continue to invest in staff development resources to ensure the Hampton- Newport News Community Services Board retains its position as an employer of choice and center of excellence in providing behavioral healthcare services.

- The Compliance Specialist is developing training on Individual Service Plan Outcomes for staff responsible for writing and managing individual's plans in the residential and day program.
- IDD Orientation was updated for all new staff, there were 19 staff that attended.
- Commonwealth Autism provided a training on 1/20 titled "Focus on Autism" to REACH staff, CSB Support Coordinators, and all providers in Region V. There were a total of 68 participants. The next training is titled "Supporting Communication" which is scheduled for 2/17.

Updates/trends (local, state, federal)

- The new IDD Waiver Slot Assignment Process was reconfigured by the Department of Behavioral Health & Developmental Services, as part of the administration of Virginia's Medicaid Waivers for people with Intellectual and Developmental Disabilities (IDD), each locality/region was responsible for establishing a Waiver Slot Assignment Committee (WSAC) to determine which individuals are eligible for available IDD waiver slots. This is accomplished by reviewing individuals' needs and prioritizing those with the greatest need for assignment of the available slot(s). Committees may meet to determine the assignment of one or more slots at a time depending on the number of vacant slots new slots approved by the General Assembly.
- Effective 7/1/16 the Hampton-Newport News CSB received 12 Community Living Waivers (CL); 5 Family and Individual Waivers (FL) from DBHDS. A total of 26 slots were allocated due to deaths, discharges, terminations, etc. Implementing the new process, the Wavier Slot Allocation Committee (WSAC) and a DBHDS facilitator gathered on-site and reviewed a total of 47 presentations on January 23rd & 24th.
- Creative Options is expecting a Delmarva Review on 2/6-2/9. The purpose of a Delmarva Quality Service Review is to evaluate the quality of services at a provider and system wide level and the extent to which services are provided in the most integrated setting according to individual's needs and choice and evaluate whether individuals have opportunities for integration in all aspect of their lives.
- The Waiver Waiting List consist of 395 individuals (Priority 1-72, Priority 2-206, Priority 3-117).
- Support Coordinators provided services to 638 individuals of which 529 receive Waiver funding.
- DMAS has required all supervisors and direct support staff to complete competencies. These competency reviews must be completed by 2/28 which is the final day of the 180 days that providers were allotted to complete these competencies for all direct support staff. Failure to come into compliance will result in staff no longer being allowed to work with individuals reviving services.

- Several members that participate in “Our Choices” a self -advocacy group were selected to travel to Richmond to discuss the needs of individuals with intellectual and developmental disabilities with the legislatures.
- The IDD programs continue to work on enhancing community activities for individuals to become into compliance with the Home and Community Based Services Final Rule.
- REACH provided services to 97 individuals in the community. The Crisis Therapeutic Home continues to accept referrals for crisis, step downs, and prevention stays. There were 97 calls to the crisis line (3- crisis calls, 67 non-informational, 29 ES involvement, and 16 police involvement). There were 9 individuals that utilized the Crisis Therapeutic Home. Of the 9 there were 3 newly admitted and 3 discharged, 6 carried over from last month.

Service recognitions and other items of importance

- Keonna Mack was promoted from an Adult ID Supervisor into the Leadership Management Team as the Clinical Administrator for ID Services.
- Support Coordinator, Tara Perkins was promoted to an Adult ID SC Supervisor effective 1/23.
- Kyle Barton is our newest SC who is slated to start on 2/6. He comes to us with a wealth of knowledge, skills and abilities from Portsmouth Behavioral Health.
- Support Coordinators were complimented by the Waiver Slot Allocation Committee on the thorough 47 narratives written for the selection of 26 Waiver slots. The slots received will enhance the quality of life for 26 individuals.
- The ID Division created a Newsletter that will highlight services, training, and events and is included in your board package.

SUBSTANCE ABUSE SERVICES

Patty Hartigan, Director

1. Activities Accomplished

Hampton Drug Treatment Court

- Community partnerships were maintained and services were provided as scheduled. A total of 351 drug tests were performed with 7 positive. Three drug free babies were born.
- The 12th annual graduation was held Tuesday, January 17, 2017. City Manager, Mary Bunting was the keynote speaker. The graduation was well attended and returned three individuals to their community as productive tax paying citizens.
- HDC treated 39 individuals. Two successfully completed the program. There were no new admissions and two referrals.
- The Advisory Committee is scheduled to meet February 23, 2017.

Hampton Veterans Track

- One participant successfully completed the program.
- The Supreme Court of Virginia enacted a rule of court establishing Problem Solving Dockets. This includes Veterans Tracks. The advisory committee will meet to redesign the Veterans Track in an effort to enhance its services and increase the individuals eligible for the program.

Newport News Drug Court

- Community partnerships and services were provided as scheduled. A total of 297 drug tests were performed with 9 positive. Two individuals passed the GED test.

Project Link

- Dr. Mohsin will provide training for Substance Abuse and Adult Mental Health Case Managers on Personality Disorders. The training is tentatively scheduled for March 2017.
- A Memorandum of Agreement has been developed for the Richmond Behavioral Health Authority (RBHA) to contract for residential substance abuse treatment services at Rubicon. There are currently 10 individuals awaiting admission to the treatment program from the Hampton and Newport News area as there are a lack of residential substance abuse treatment providers.
- The Memorandum of Agreement with Minority Aids Support Services (MASS) for the Ryan White-HIV/AIDS Healthcare and Supportive Services has been approved.

Southeastern Family Project (SEFP)

- SEFP underwent a Westat review for Addiction Recovery Treatment Services which will designate the program as a Level 3.3 and 3.5 residential substance abuse treatment provider, under the new regulations.
- Christal Britt, Family Care Coordinator, provided an outreach presentation on January 26, 2017 to Hampton Probation and Parole. Ms. Britt has also been selected as a community stakeholder partner to participate in the Federal Child and Family Services (CFSR) review process, which is designed to assist the state of Virginia in helping children and families achieve positive outcomes to children and families engaged in child welfare services.
- Rebecca Pearce, SEFP nurse, met with Penny Smith, Nursing Educator for Neonatal Intensive Care Unit (NICU) at Riverside Regional Medical Center (RRMC). Together they collaborated to have a monthly education group by the NICU educator nurse at RRMC to address NICU protocols and education regarding Neonatal Abstinence Syndrome (NAS.) Opiate use in pregnant women may result in NAS, or withdrawal, in newborns.
- The South-Eastern Family Project received 13 referrals, from a combination of referral sources to include: The Hampton Roads Regional Jail, Central Virginia Regional Jail, Newport News Federal Probation, State and Community Adult Probation and Parole Officers, Public Defender's Office in Isle Wight Co. and Gloucester Co., and Orange Co. VA, Hampton Roads Clinic, The Center for Child and Family Services and self-referrals.
- SEFP did not have any new admissions and discharged two clients. SEFP has currently has 10 beds available.

Peer Recovery Services

- Alethea Lambert and Eddie Wiggins have been selected to attend the Department of Behavioral Health Developmental Services Peer Specialist Region V Training of the Trainers course. Upon completion of the course, Ms. Lambert and Mr. Wiggins will be permitted to train persons seeking the Certified Peer Recovery Specialist designation.

2. Updates/Trends / Service Recognitions

Southeastern Family Project (SEFP) and Peer Recovery Services

- Two SEFP residents are to be featured in a WAVY TV 10 newscast on February 13th. Patty Hartigan and Alethea Lambert were also interviewed for this story to address the opiate epidemic and treatment services provided to pregnant women and their infants by the H-NNCSB. This story was scheduled as a follow up to the December 2016 visit by Senator Tim Kaine.



MEETING OF THE BOARD OF DIRECTORS

Thursday, January 26, 2017, 5:00 p.m.

CSB Campus Board Room

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

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

Guest: Mr. Augustus Owens

CALL TO ORDER

Dr. Spencer called the Meeting to order at 5:00 p.m., as he welcomed Members, guests, and staff to the first Meeting of the New Year for the Board of Directors of the Hampton-Newport News Community Services Board.

REMARKS OF THE CHAIR

Dr. Spencer advised that in spite of blizzard activity earlier in the month, Members and staff had been very busy advocating for behavioral health initiatives. He stated that Members of the Board had also held several Standing Board Committee meetings during the month, some of which resulted in additional Action Items for Members of the Board to consider later in the meeting that were not previously provided in their January 2017 Board Package. Moreover, Dr. Spencer called Members' attention to a slight change in the Meeting Agenda where a Presentation from staff on Jail Diversion and the Crisis Intervention Team, would occur after the business of the Board to assure that the necessary quorum remained present to complete the additional Action Items of the evening.

BOARD MEMBER

ATTENDANCE Dr. Spencer advised Members of the Board that Mr. James Gray, Jr., and Mrs. Wanda Rogers had communicated to staff their inability to attend the Meeting of the Board of Directors. However, he advised Members that Mrs. Rogers had joined Members on a few Standing Board Committee Meetings held earlier in the week.

INTRODUCTIONS Mrs. Christian introduced Mr. Augustus Owens, guest and husband of Mrs. Owens, Board Member. She also introduced Mr. Derek Curran, Director, Crisis Services and Mr. Ronald Dean Barker, Coordinator of CIT Training and Jail Diversion Services. Members of the Board were advised that Mr. Barker would be providing a Presentation later in the meeting.

PUBLIC COMMENT

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

ACTION ITEMS

A.1 The **Minutes of the Board Meeting held on December 15, 2016**, were unanimously accepted as presented.

A.2 Mrs. Stewart provided Members of the Board with the 2nd Action Item of the evening where she reported that Members of the Nomination and Selection Committee held a meeting on Thursday, January 12, 2017, at 4:00 p.m., to continue their FY17 Committee responsibilities to the Board in the area of Board Membership. More specifically, she reported that Members of the Committee held in depth discussion regarding Board Membership as it relates to Members of the Board whose Membership terms are scheduled to expire on June 30, 2017. She announced that Sheriff B. J. Roberts and Mrs. Golden Bethune-Hill were both eligible for reappointment in the City of Hampton; and that Mrs. Beatrice Dahlen and Mr. Timothy Supler were also eligible for reappointment in their City of Newport News. Mrs. Stewart asked that Board Members please be advised that in accordance with the *Code of Virginia*, Members of the Board of Directors were eligible to serve up to three consecutive 3-year terms as a Member of the H-NNCSB Board. Moreover, it was reported that while the names noted would be submitted to their respective City Councils for consideration, Board approval is at the sole discretion of Members of each City Council.

ACTION: At the recommendation of the Nomination and Selection Committee, Members of the Board approved the submission of the names of Sheriff B. J. Roberts, Mrs. Golden Bethune-Hill, Mrs. Beatrice Dahlen, and Mr. Timothy Supler to their respective City Councils for reappointment consideration. There being no additional discussion, the Action was approved unanimously.

A.3 Mrs. Stewart reported that during the Committee meeting held earlier in the month, Members of the Nomination and Selection Committee also advised that as of June 30, 2017, Mrs. Izabela Cieszynski, would be completing her third, 3-year term on the H-NNCSB Board of Directors and would regrettably no longer be eligible to serve on the Board for at least a year in accordance with the *Code of Virginia*. She continued that Members would be pleased to note that Mrs. Cieszynski had already graciously served on the Board of Directors for the Hampton-Newport News Community Services Board for more than 10 years beginning in February 2006. It was noted that at that time, Mrs. Cieszynski was appointed to fill the Newport News vacancy of Mr. Randy Hildebrandt, former City Manager for the City of Newport News. Mrs. Stewart advised Members that remarkably, during her 10 year tenure, Mrs. Cieszynski had served her community in the capacities of Chair of the Board and as Committee Chair over several Board Standing Committees and continues to serve as Chair of the By-Laws Committee.

Moreover, Mrs. Stewart reported that in the efforts of the Committee to fill the upcoming vacancy, and in accordance with past practices, Board By-Laws, and the appointment practices of the City of Newport News, Members of the Nomination and Selection Committee recommend its current Board Pool Member Mrs. Pixie Killebrew as a candidate to fill the upcoming vacancy, effective July 1, 2017.

ACTION: Members of the Board unanimously approved the recommendation of the Nomination & Selection Committee to submit the name of Mrs. Pixie Killebrew for consideration by the Newport News City Council for appointment to the Hampton-Newport News CSB Board of Directors effective July 1, 2017.

A.4 Mr. Morehouse reported that Members of the Budget, Finance and Audit Committee met earlier in the week on Monday, January 23, 2017, at 4:00 p.m., to not only take a “Closer Look” at the financial structure of the Hampton-Newport News Community Services Board and its entities, but to also received a Presentation from staff regarding the FY18 Budget Planning Assumptions. He advised that a copy of the Presentation had been provided for Members of the Board in their red folders for review and consideration.

Briefly, Mr. Morehouse advised that Ms. Denise Newlon, Chief Financial Officer, provided Members of the Budget Finance and Audit Committee with the FY18 Budget Planning Assumptions which embraced H-NNCSB's continuing to be the premier provider of behavioral healthcare and intellectual and developmental disability services. He stated that in her presentation, Members were provided with key areas of focus used to maximize revenue and respond effectively to changes in the environment, along with how the organization would apply resources to strategic areas to improve the provision of behavioral health services.

It was reported that Ms. Newlon presented Members with the Expected Fiscal Environment noting a bottom line operating margins that is continuing to decline; and the five items considered in making the budget assumptions which included Strategic Planning Initiatives, staff compensation information, Program Revenue, Operating Expenses and Investment, and other Unfunded Needs of the organization. Mr. Morehouse also announced that Members of the Committee were also provided with the proposed FY18 Budget Timeline which identified staff projection of a completed budget process by May 2017.

ACTION: At the recommendation of the Budget, Finance and Audit Committee that Members of the Board approved the FY18 Proposed Budget Planning Assumptions and Budget Timeline unanimously.

COMMITTEE REPORTS

Board Quality Management

Dr. Hunt reported that Members of the Board Quality Management Committee held their first meeting of the New Year on Wednesday, January 11, 2017, at 4:00 p.m. in the H-NNCSB Campus Board Room to receive updates with respect to Regulatory Compliance, Human Rights, and Regional and State Activity.

She stated that at the meeting, Members of the Committee were advised of two external audits held since October 2016, both conducted by contracted entities of the Dept. for Medical Assistance Services (DMAS). Dr. Hunt continued noting that while the first review included Child & Adolescent and Adult Case Management records for the period of 2011-2012, the second audit included a review of records of our Creative Options program. Dr. Bond reported that preliminary findings were responded to promptly by H-NNCSB and that staff continue to await feedback from both auditors on their responses.

Dr. Hunt noted that the Committee was also advised of the continuous efforts of the Quality Management Improvement Department, where quarterly reviews are performed on CSB programs. These quarterly reviews may include anything from a review of program policies and procedures, customer records, and even the submission of such documents directly to the Utilization Specialist, who provides trend information for use as a tool to better show how the CSB is performing in various standardized areas. Additionally, Dr. Bond reported that the information acquired from quarterly reviews helps to create fail safes which are put in place by way of trainings and other methods to show the team what they are doing well and what may need changing.

It was reported that Dr. Bond also shared that this CSB also has an internal Quality Improvement Committee. This committee is made up of staff from various divisions who participate in on-going discussions about how to address systemic issues and look at, and address, the challenges received from regulatory entities. Dr. Hunt reported that due to these highlighted efforts, during a program-based internal chart review of the Hampton Roads Clinic (HRC), staff discovered some significant compliance issues related to clinical documentation. Members were advised that program leadership has been meeting weekly to evaluate program needs, and that DMAS has also been notified of the issues and has requested the outcomes of our self-audit upon completion. She note that this information will be forwarded to DMAS in the upcoming week.

Dr. Hunt advised that the meeting continued with a Human Rights Report which provided Members with the number of complaints and serious incidents since the last quarterly meeting. Dr. Bond reported that over the last year, the State Office of Human Rights had been updating its Human Rights Policies to reflect numerous changes made over the last few years.

These updates include changes to authorized representative practices, differences in how Local Human Rights Committee meetings may be run, and some changes to the complaint process, to name a few. It was reported that it is unclear as to when the new policies will take effect, and that an update on the matter may have been provided at the recent VACSB 2017 Legislative Conference held on January 17, 2017. Moreover, staff advised that once the changes are formally approved, Ms. Karen Matthews, H-NNCSB Compliance and Standards Manager, will condense these policies and present them to the Committee, where questions may be addressed to changes made.

In closing on this Committee Report, Members of the Board were advised that the next quarterly meeting of Members of the Board Quality Management Committee had been scheduled for Wednesday, April 12, 2017, at 4:00 p.m. Dr. Spencer noted that Members of the Board look forward to the next meeting of the Board Quality Committee.

Strategic Planning

Mr. Timothy Supler, Chair, reported that Members of the Strategic Planning Committee also held their quarterly meeting on Wednesday, January 11, 2017, immediately following that of the Board Quality Management Committee at 5:00 p.m. in the H-NNCSB Campus Board Room where Members of the Committee discussed the details of the new *Strategic Plan 2017-2021: Looking Toward the Future* and how best to distribute the new Plan internally throughout the Agency, and externally to H-NNCSB community stakeholders and customers served by the Hampton-Newport News Community Services Board. A full Report of the meeting was provided for Members in their red folders.

Briefly, Mr. Supler reported that staff advised that since the approval of the *Strategic Plan 2017-2021: Looking Toward the Future*, by Members of the Board of Directors, the Commonwealth had made plans to move away from their use of the Community Behavioral Health Clinics (CCBHC) model due to a lack of adequate funding. He stated, that if Members will remember, the new Strategic Plan referenced the CCBHC model as the accepted model of the Commonwealth. Members were advised that although the context of the full Strategic Plan 2017-2021 has not changed, staff edited the approved Plan to remove references to the CCBHC model.

It was reported that Members of the Committee also discussed several ways to best distribute the new Strategic Plan internally and externally to the community and customers that are served by the H-NNCSB. Some examples included distributing the plan at stakeholder meetings, budget presentations to localities, and other marketing and communication activities for stakeholder groups. The new Plan will also be included in general information packets and posted on the agency web page.

Mr. Supler noted that with the completion of the 2017 -2021 Strategic Plan, Members of the Committee have concurred to meeting bi-annually as staff incorporate the new *Strategic Plan 2017-2021: Looking Toward the Future* into their programmatic processes. With this change, he asked that Members of the Board please be advised that the next meeting of the Members of the Strategic Planning Committee had been scheduled for Tuesday, June 6, 2017, at 5:00 p.m.

In response to a question regarding how the new *Strategic Plan 2017-2021: Looking Toward the Future* would be reviewed, Mrs. Christian informed Members of the Board that the Plan would be reviewed at various levels of Management which included the Executive Leadership Team, Management Team, and various other divisional meetings so that it remains a living document.

Nomination and Selection

Mrs. Mary Stewart, Chair, advised that as previously reported, Members of the Nomination and Selection Committee met on Thursday, January 12, 2017, at 4:00 p.m. However, in addition to the Board Membership Action Item mentioned earlier in the meeting, Members also briefly discussed the development of the FY18 Proposed Slate of Officers. She reported the Committee would begin discussions on the process that will be used in the evaluation of our Executive Director, Mrs. Natale Christian, at its next meeting in February, and that Members would find a full report of their January 12th, meeting in their red folders.

Mrs. Stewart asked that Members please note that in compliance with the Board By-Laws, each Officer of the Board is eligible to serve in their capacity for up to three, 1-year terms. Moreover, a recommendation on the Proposed FY18 Slate of Officers will be presented to the Board at its May Meeting with Action to be taken on the FY18 Proposed Slate during the June Meeting of the Board. She also asked that Members please be advised that the current FY17 Board Officers includes: Dr. Turner Spencer, Chairperson; Mrs. Wanda Rogers, Vice Chair; Mr. Thomas Morehouse, III, Treasurer; and Mrs. Beatrice Dahlen, Secretary. Mrs. Stewart also asked that Members of the Board begin thinking about who they would like to be considered for the FY18 Proposed Slate of Officers and submit their suggestions to her promptly. She also asked that Members please take this request seriously.

In closing on this report, Mrs. Stewart advised that the next meeting of the Nomination and Selection Committee has been scheduled for Thursday, February 16, 2017, at 4:00 p.m., and that Members please mark their calendars accordingly, and feel free to attend the next meeting.

Community Relations/ Governmental Affairs

Mrs. Beatrice Dahlen, Committee Chair, reported that Members of the Community Relations / Governmental Affairs Committee held their last meeting on Monday, January 23, 2017, at 5:00 p.m., where they received updates on matters of the Virginia General Assembly, Local Initiatives, Board Advocacy, the National Alliance on Mental Health, and other Board Member events.

Mrs. Dahlen advised that Members would be happy to note that some of the Board and staff advocacy activities completed this month for behavioral health initiatives included attendance at the 2016-2018 Biennial Public Budget Hearings held on January 4th, where a Member of the Board and staff addressed Members of the General Assembly in support of Governor McAuliffe's budget amendments to increase mental health funding. She added that during the Committee meeting, Board Members and staff shared information about their attendance at the VACSB 2017 Legislative Conference held in Richmond on January 17th. Additionally, Dr. Spencer, who represented Members of the Board at the Hampton Drug Treatment Court Graduation rescheduled to that same date, provided Members with an update on the outcome of the event. He also advised that the H-NNCSB Board of Directors received a *Certificate of Appreciation* from the Hampton Drug Treatment Court for its support of the program over the years. Members were informed that a copy of the H-NNCSB Public Hearing information has been provided for them in their red folders.

Mrs. Christian added that Senator Tim Kaine visited the H-NNCSB Southeastern Family Project Program on December 20th, where he spoke with several of the pregnant women impacted by addiction. She reported that Senator Kaine applauded the program and advised of increased state and federal funding for addiction treatment, and that the visit was covered by both *WAVY TV 10* and the *Daily Press*. Members were informed that a copy of the *Daily Press* article was in place in their red folders.

To continue in the area of Board Member and staff advocacy, it was brought to the attention of the Board by Mrs. Dahlen, that as discussed during the December Board Meeting, Mrs. Christian and staff met with several local Legislators in an effort to update them on the needs of individuals served by the CSB before they entered into Session on January 10th. She advised that Members can appreciate that staff were able to hold individual meetings with Senator Mason, Delegate Yancey, and Delegate Mullins whose visit included an H-NNCSB tour. It was reported that contact was also made with Senator Locke and Delegate Price, and that H-NNCSB information packets were shared with the Legislators who were unable to meet with staff.

Furthermore, Mrs. Dahlen advised that each year Members of the Community Relations / Governmental Affairs Committee sponsor a Legislative Breakfast in Richmond to advocate for continued CSB services. She continued that while the Committee was preparing to do the same event this year, there was some difficulty reserving a room on the date requested, and Mrs. Christian recommended that available Members of the Board meet with Legislators individually to have one-on-one time with them as was done in the past. Following additional discussion

regarding the particulars of this type of meeting, Members of the Committee concurred with the plan to have individual meetings with local Legislators. She asked that Members of the Board please note that Mrs. Sherry Hunt had scheduled appointments with Legislators the following week, on [Wednesday, February 1, 2017](#), starting at 9:00 a.m. Mrs. Dahlen pointed out that for Member convenience, staff planned to provide Talking Points to Members of the Board for the scheduled meetings, and that a sample of the Talking Points were available in their red folders. Also, as requested by Members of the Committee, she noted that staff would be providing a briefing of the upcoming event and review of said Talking Points immediately following the Board Meeting that same evening for those planning to attend. Mrs. Dahlen advised that her hope was that several Members of the Board would be available to attend the event, and that many of them would provide Ms. Mercado with their availability.

Finally, Mrs. Dahlen announced that the next meeting of the Community Relations /Governmental Affairs Committee had been scheduled for [Tuesday, February 21, 2017, at 5:00 p.m.](#) in the Campus Board Room and would be open to all Members of the Board of Directors.

Budget, Finance and Audit

Mr. Morehouse reported that in addition to the Action Item presented earlier in the meeting with regard to the FY18 Budget Planning Assumptions, Members of the Budget, Finance and Audit Committee, at its meeting on Monday, January 23rd, took a closer look at projected CSB Balances, the H-NNCSB Operating Reserve, and the Financial Statements and Operating Results through December 31, 2016, for the H-NNCSB, and its entities, namely, the H-NNCSB Property Company, Inc.; Share-A-Homes of the Virginia Peninsula; Dresden, LLC; and Trust for Disabled Persons.

He continued that during the Budget, Finance and Audit Committee meeting, Ms. Newlon reported that H-NNCSB Cash Balances were at approximately \$6.5M. However, she advised that as the Fiscal Agent for the Region, \$4M of this amount was in regional funds to be dispensed in accordance with the regional budget and agreements. It was added that future cash reports would separate out H-NNCSB Cash Balances from those of the Region on the Cash Flow Projections. Mr. Morehouse stated that Mrs. Newlon continued her report advising Members that the H-NNCSB Operating Reserve balance continued to increase and held a balance of a little over \$2M as of December 31, 2016. He reported that Members also reviewed the Aged Account Receivables report which showed a majority of receivables are current; the Divisional Net Income – Variance Analysis and Health Insurance which was reported to be under budget for the current fiscal year.

Members of the Board were advised that in addition to programmatic reviews, Members of the Committee also reviewed the Comparative Balance Sheets for the Hampton-Newport News Community Services Boards CSB and its entities which showed no remarkable results. Staff also announced that all Neighborhood Assistance Program (NAP) Credits for both the Share-A-Homes of the Virginia Peninsula and H-NNCSB had been sold.

In closing, Mr. Morehouse asked that Members please be advised that the next meeting of the Budget, Finance and Audit Committee has been scheduled for **Tuesday, February 21, 2017, at 4:00 p.m.**, and is open to all Members of the Board of Directors.

CONSIDERATION ITEM

Dr. Spencer stated that as reported last month, staff had opened an invitation for Members of the Board to participate in what is known as a **REVIVE Training** with Members of the Executive Leadership Team on Tuesday, January 31st. He advised that as staff have not yet received any confirmations from Members of the Board to attend this very informative training, staff will be seeking to reschedule the Training for some time in February dependent on Board Member response.

Mrs. Hartigan was asked to provide a brief overview of the REVIVE Program and its training which she noted was the Commonwealth's response to the current opioid epidemic. She provided Members of the Board with what the training would include from identifying the signs of what being overdosed and intoxicated look like, regulations regarding substance abuse, information regarding the drug, Naloxone, which is used to counteract the effects of an opioid overdose. Mrs. Hartigan continued that the REVIVE Training would also go over the laws, adding that individuals would also be receiving kits to help save someone's life. This kit would include a prescription for the Naloxone drug. Following additional discussion regarding training participants, Naloxone costs, storage of the kit, and the duration of the training, Members of the Board concurred that the Revive Training would occur immediately prior to the February 23, 2017, Board of Directors Meeting at 3:30 p.m. Dr. Spencer advised that as with all Board Member events, for Members to please inform Ms. Mercado of their availability to participate.

INFORMATION ITEMS

Dr. Spencer reminded Members of the Board of the three (3) Information Items on Pages 4 and 5 of their Board Package, and asked Mrs. Christian to provide Members of the Board with any additional information or comments regarding these or other items that may be of Board interest.

**Community
 Event**

Mrs. Christian called the attention of Members of the Board to an event that is being co-sponsored by H-NNCSB and Mrs. Gaylene Kanoyton, namely, "EnrollFest" which is an event to assist individuals with enrolling in public health insurance while it is still available to them. More specifically, Members were advised that the event would also educate individuals on the benefits and concerns of health insurance. She advised that other areas of community concerns would be addressed to include a presentation by Mrs. Lisa Hogge on trauma and adolescent services; Mrs. Patty Hartigan would be presenting on the Opioid Epidemic; and Mrs. Alethea Lambert, Peer Support Coordinator, would be part of a Panel and provide information on the REVIVE Training as well. She added that both Governor McAuliffe and Congressman Bobby Scott would also be attending the event scheduled to begin on Saturday, January 28, 2017, at 10:00 a.m., and encouraged available Members of the Board to attend. Members were provided with a flyer regarding the event in their red folders.

**Mental Health and
 H-NNCSB
 News Articles**

Mrs. Christian advised Members of the Board of the numerous news articles on mental health issues and the H-NNCSB located in their red folders for review. She noted that in particular, the H-NNCSB had gotten a lot of positive press and feedback over the past few weeks and wanted to insure that this information was shared with Members of the Board. One article mentioned by Mrs. Christian was a follow up by Wavy TV 10 of Senator Kaine's visit to the H-NNCSB Southeastern Family Project which is scheduled to air during the month of February. She noted that staff will advise Members of the Board when the date has been confirmed.

PRESENTATION

There being no additional Information Items to report, and in respect of the time of Members of the Board of Directors, Dr. Spencer sought Board Member consent on extending the meeting for approximately 30 minutes to receive the Presentation of the evening and to address other matters of the Board which included a Board Member picture for the H-NNCSB Annual Report and a review of the Talking Points for the upcoming Legislative One-On-One scheduled early in February. There being no concerns about the extension requested, the Board Meeting continued by consent.

Mr. Ronald Dean Barker, Clinical Administrator for the Crisis Intervention Team (CIT) and Jail Diversion Coordinator, provided Members of the Board with an overview of both the CIT and Jail Diversion programs. While distributing more detailed information, he reported that approximately 1,118 First Responders had been CIT trained at the H-NNCSB.

Members of the Board and staff continued with discussions of the CIT and Jail Diversion programs of the CSBs noting the extended size of some of the training classes. Sheriff Roberts congratulated Mr. Barker and staff on the Program. Sheriff Roberts also discussed the funding needed to provide these services and that he will continue to seek funding for services offered in the Jails.

PROGRAM HIGHLIGHTS

Mrs. Lisa Hogge, Director of Youth and Family Services, announced an upcoming conference. More specifically, she reported on the “Urgency of Now” Conference scheduled for Wednesday, February 15th, at the Hampton Road Convention Center at 10:00 a.m.. Mrs. Hogge announced that the Conference would be led by the faith-based community and is being held to bring community partners together to address violence in the communities. It was added that there would be an all-day work session for community leaders where the H-NNCSB would be represented.

CLOSING COMMENTS

As the meeting came to a close, Dr. Spencer asked that Members of the Board mark their calendars of the upcoming Standing Board Committee meetings and other events discussed during the meeting. He also reminded Members of the Board to take a few minutes to review their Board Planning Calendars provided on Pages 31 and 32 of their Board Package along with other media information provided in their red folders.

In closing, Dr. Spencer thanked Members of the Board for attending the meeting.

ADJOURNMENT There being no further business, the Meeting was adjourned at 6:14 p.m..

Dr. Turner Spencer
 Chair

Mrs. Beatrice Dahlen
 Secretary

FY17 Monthly Planner

February 2017

| | | |
|-----------|----------------|---|
| 02 | 1:30 pm | BB&T Meeting |
| 03 | 9:30 am | VACSB Leadership Team |
| 06 | 9:00 am | HPR-V Executive Directors Regional Meeting |
| 07 | 11:30 am | Executive Leadership Team |
| 08 | 9:00 am | Dept. of Medical Assistance Services (DMAS) |
| 09 | 12:00 pm | H-NNCSB Physician |
| 09 | 4:00 pm | By-Laws Committee |
| 13 | 1:30 pm | Newport News CPMT |
| 14 | 9:00 am | Delmarva Exit Conference |
| 14 | 11:30 am | Executive Leadership Team |
| 14 | 1:00 pm | Steering Committee |
| 14 | 2:00 pm | Region V Conference Call |
| 15 | 9:00 am | Hampton Road Regional Jail Interviews |
| 15 | 2:30 pm | Anthem Webinar: CCC Plus Care |
| 15 | 5:00 pm | Urgency Of Now Symposium |
| 16 | 1:00 pm | Share-A-Homes of the Virginia Peninsula |
| 16 | 2:00 pm | H-NNCSB Property Company, Inc. |
| 16 | 4:00 pm | Nomination and Selection Committee |
| 16 | 5:00 pm | H-NN Community Criminal Justice Board |
| 17 | 10:00 am | Eastern State Hospital Discharge Planning |
| 20 | | HOLIDAY OBSERVED - CSB CLOSED |
| 21 | 11:30 am | Executive Leadership Team |
| 21 | 4:00 pm | Budget, Finance and Audit Committee |
| 21 | 5:00 pm | Community Relations / Governmental Affairs |
| 23 | 12:00 pm | NN Youth and Gang Violence Reduction Steering Committee |
| 23 | 2:00 pm | Hampton CPMT |
| 23 | 5:00 pm | CSB Board of Directors |
| 27 | 9:00 am | H-NNCSB Management Team |
| 27 | 2:00 pm | FY18 Budget Meeting – Newport News |
| 28 | 11:30 am | Executive Leadership Team |

FY17 Monthly Planner

March 2017

| | | |
|-----------|----------------|---|
| 02 | 12:00 pm | H-NNCSB Physician |
| 06 | 9:00 am | HPR-V Executive Directors Regional Meeting |
| 07 | 11:30 am | Executive Leadership Team |
| 13 | 1:30 pm | Newport News CPMT |
| 14 | 11:30 am | Executive Leadership Team |
| 14 | 1:00 pm | Steering Committee |
| 20 | 4:00 pm | Budget, Finance and Audit Committee |
| 20 | 5:00 pm | Community Relations / Governmental Affairs |
| 21 | 11:30 am | Executive Leadership Team |
| 23 | 12:00 pm | NN Youth and Gang Violence Reduction Steering Committee |
| 23 | 2:00 pm | Hampton CPMT |
| 23 | 5:00 pm | CSB Board of Directors |
| 27 | 9:00 am | H-NNCSB Management Team |
| 28 | 11:30 am | Executive Leadership Team |