



## **MEETING OF THE BOARD OF DIRECTORS**

**Thursday, April 26, 2018, 5:00 p.m.**

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

### **Board Officers**

Wanda Rogers, **Chair**

Thomas F. Morehouse, III, **Vice Chair**

Pixie Killebrew, **Treasurer**

Beatrice V. Dahlen, **Secretary**

### **Members of the Board**

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



## *V i s i o n*

*The Hampton-Newport News Community Services Board is the premier provider of behavioral health 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**

**Continue to develop the administrative systems and service array necessary to maintain and further 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**

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

### **Strategic Objective #3**

**Celebrate and communicate the Hampton-Newport News Community Services Board's performance and reputation as a center of excellence and center of influence, through on going engagement of the community we serve.**

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**DATE:** April 19, 2018  
**TO:** Members of the Board of Directors  
**FROM:** Natale Christian, Executive Director  
**SUBJECT:** **Meeting of the Board of Directors  
April 26, 2018, at 5:00 p.m.  
CSB Campus Board Room, 300 Medical Drive, Hampton, VA**

Greetings Members of the Board:

As we slowly move into the Spring Season, I would like to take this opportunity to thank those who were able to attend our first Opioid Symposium held yesterday, April 18, 2018. You will be happy to know that the event was a huge success and attended by over 100 of our Community Stakeholders. Additionally, the FY2019 Proposed Budget is near completion and will be submitted to the Budget, Finance and Audit Committee at our May meeting. We continue to keep our focus on the work of the General Assembly regarding Medicaid Expansion and remain optimistic.

Attached for your review and consideration, please find the Agenda and Package for the **Board of Directors Meeting of the Hampton-Newport News Community Services Board** scheduled on **Thursday, April 26, 2018, at 5:00 p.m.**

Please be advised that Members of the **Budget, Finance and Audit Committee** met a week earlier on **Monday, April 16<sup>th</sup>, at 4:00 p.m.**, followed immediately by a meeting of Members of the **Community Relations / Governmental Affairs Committee** at **4:30 p.m.** on the same day. We ask that Members of the Board remember that Standing Committee meetings are open to all Members of the Board.

We look forward to seeing you next week at the Meeting of the Board of Directors for the Hampton-Newport News Community Services Board.

NWC:gvm  
Enclosures

## MEETING OF THE BOARD OF DIRECTORS

Thursday, April 26, 2018, 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 Period**
4. **Action Item**
  - **A-1** Minutes of the Board of Directors Meeting of March 22, 2018
5. **Standing Board Committee Reports**
  - Nomination and Selection Committee
  - Budget, Finance and Audit Committee
  - Community Relations / Governmental Affairs Committee
6. **Consideration Items**
  - **C-1** VACSB 2018 Development and Training Conference - *May 2<sup>nd</sup> – 3<sup>rd</sup>*
  - **C-2** H-NNCSB “*Give Local 757*” Campaign - *May 8<sup>th</sup>*
  - **C-3** Annual Employee Service Awards Luncheon, 2018 Hall of Fame and  
Patty L. Gilbertson Excellence Award Ceremony - *May 16<sup>th</sup>*
7. **Information Items**
  - **I-1** Addiction and Recovery Treatment Services (ARTS)
  - **I-2** STEP Virginia
  - **I-3** Medicaid Expansion
8. **Program Highlights**
9. **Adjournment**

## **ACTION ITEM**

April 26, 2018

### **A-1. Minutes of the Board of Directors Meeting of March 22, 2018**

**Issue:** Board approval of the Minutes of the Board of Directors Meeting held on Thursday, March 22, 2018.

**Background:** Minutes of the Meeting held on March 22, 2018, are included in the Board Package for review by Members of the Board of Directors.

**ACTION:** Board approval of the Minutes of the Board of Directors Meeting held on March 22, 2018.

**Enclosure:** Minutes of the Board of Directors Meeting of March 22, 2018.

## **CONSIDERATION ITEMS**

### **C-1. Virginia Association of Community Services Boards - 2018 Development and Training Conference**

**Issue:** VACSB 2018 Development & Training Conference, May 2<sup>nd</sup>- 3<sup>rd</sup>, Portsmouth.

**Background:** As done annually, the Virginia Association of Community Services Boards (VACSB) will be sponsoring its 2018 Development and Training locally on **Wednesday** and **Thursday, May 2<sup>nd</sup>** and **May 3<sup>rd</sup>**, at the **Renaissance Portsmouth Waterfront Hotel** located at 425 Water Street, Portsmouth, Virginia.

A few highlights at the Conference include Presentations by the Director of the VA Dept. of Juvenile Justice, and a State of the State Panel Presentation including the Secretary of Health and Human Resources, Commissioner of the Dept. of Behavioral Health and Development Services, and the Director of the Dept. of Medical Assistance Services. Additionally, a few workshop topics include a Managed Care Organization Panel / Roundtable Discussion Addiction and Recovery Treatment Services (ARTS) Impact, and Understanding Barrier Crimes and Employment.

**ACTION:** Members of the Board are asked to inform Ms. Mercado of their availability to attend.

**C-2. H-NNCSB Participates for the 1<sup>st</sup> Time in the “Give Local 757” Campaign**

**Issue:** First “Give Local 757” Campaign of the Hampton-Newport News CSB.

**Background:** Give Local 757 was created in 2014 by the Peninsula Community Foundation as a way to build capacity for local nonprofits in online fundraising and to connect citizens to local causes. In collaboration with partner organizations, the annual event, now in its 5<sup>th</sup> year, has raised \$1.8 million for over 350 nonprofits. In 2017, over \$660,000 was raised in just 24 hours for area nonprofits. This year, the Hampton-Newport News Community Services Board will be participating in the Give Local 757 Fundraising Campaign being held on **Tuesday, May 8, 2018 from midnight to midnight.**

We are very excited to be participating in Give Local 757 this year and our goal for the campaign is to raise money to benefit people with mental illness, substance use disorders, and developmental disabilities while increasing the public’s awareness of the valuable work of the Hampton-Newport News Community Services Board (H-NNCSB).

As a valued board member of H-NNCSB, we are requesting your support of our agency by sharing this information with your personal networks (friends, family, work, church, clubs, and neighbors) and encouraging them to make an online tax deductible contribution of \$10.00 or more on **MAY 8<sup>th</sup>**.

**ACTION:** Members of the Board are asked to share a copy of the “Give Local 757” Campaign flyer.

**Red Folder Item:** “Give Local 757” Campaign Flyer.

**C-3. Annual Employee Service Awards Luncheon, 2018 Hall of Fame and Patty L. Gilbertson Excellence Award Ceremony**

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**Issue:** Annual Employee Service Awards, 2018 Hall of Fame Ceremony and Patty L. Gilbertson Excellence Award – ***May 16<sup>th</sup>***.

**Background:** For more than 20 years, the Hampton-Newport News Community Services Board has sponsored an event that recognizes its employees who have achieved milestones of 5, 10, 15, and 20 years or more of commitment and service to the individuals we serve. Since 2004, the Hall of Fame Ceremony which reaches out into the community to recognize the commitment of citizens to the individuals served CSB and the Patty L. Gilbertson Award which recognizes CSB employees who exemplify the essence of service to others and commitment to the mission of the Community Services Board have been added to this event.

This year the Annual Employee Service Awards, 2018 Hall of Fame Ceremony and Patty L. Gilbertson Excellence Award Ceremony has been scheduled for **Wednesday, May 16<sup>th</sup>, at 11:30 a.m. at the Newport News Marriott at City Center, 740 Town Center Drive, Newport News.** Invitations for this event will be provided to you 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 (H-NNCSB) continues to provide 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, Peer Recovery Services, and Residential Treatment for pregnant women.

**Update:** Staff have worked tirelessly to enhance our treatment services with the additional funding received from the Dept. of Behavioral Health Services (DBHDS) in March. We are excited about developing and implementing a Peer Bridger Program that provides on-call Peer Support Specialists to Emergency Room personnel. Peer Support Specialists will be used to intervene with individuals who are in need of opioid treatment services. We have also improved access to care for SA treatment services overall, but particularly with medication assisted treatment and access to detox and residential treatment. The Re-entry Coordinator has begun to work with the three local jails and have assisted several individuals being released with linkages to treatment here at the CSB, as well as housing, medication, and care coordination services. We are receiving very positive feedback from the community, and we remain optimistic that the funding for these services will be sustained.

### **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 was designed to assure more consistency of services provided by CSBs across the Commonwealth. Through a collaboration between the Virginia Association of Community Services Boards (VACSB), and the Department of Behavioral Health & Developmental Services (DBHDS), STEP Virginia is a system-wide transformation effort, and the recommendation of the Deeds Commission / SJ47 Committee. This model promotes improved access to screening, assessment, and treatment.

**Update:** Staff continue to participate in Same Day Access Training on a monthly basis. We are hoping to implement this process in our outpatient therapy clinics in the next six (6) months. An overview of the Same Day Access Model will be provided at a future Meeting of the Board of Directors.

### **I-3. Medicaid Expansion**

**Issue:** Medicaid and affordable healthcare are vitally important to individuals served by Community Services Boards.

**Background.** Approximately 60% of individuals accessing services at the Hampton-Newport News Community Services Board (H-NNCSB) depend on Medicaid for these services. Last year, the H-NNCSB also served over 4,000 uninsured individuals. This cannot be sustained without insurance revenue.

**Update:** Pending General Assembly Action.

## **ADMINISTRATIVE PROGRAM HIGHLIGHTS**

### **HUMAN RESOURCES** **Kimberly Thompson, Director**

**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.

#### **1. Human Resources**

- The Human Resources department is committed to filling vacancies with highly qualified candidates. During the months of February and March, there were 29 new hires; 23 full-time and 6 part-time. The new hires by division included 1 for ARTS, 4 for Adult Clinical Services, 2 for Finance and Property Management, 2 for Human Resources and Training Services, 1 for the Office of the Executive Director, 7 for Developmental Services, 2 for Medical Services, and 10 for Youth and Family Services.
- In 2017 the General Assembly pass a bill authorizing the Board of Counseling to register QMHP's. "Qualified mental health professional or QMHP" means a person who by education and experience is professionally qualified and registered by the board to provide collaborative mental health services for adults or children. HR is working to get our eligible staff registered by the 12/31/2018 grandfathering deadline.

#### **2. Training Services**

- 8 New Employee Orientation sessions were conducted during this period.
- 3272 online courses were completed by staff.
- 24 unique classroom courses were offered with 500 staff attending.

- A Spring Collective Goods Market was held in March 2018 to raise money for the Ed Williams Fund.
- Nominations for the 7<sup>th</sup> Annual Patty L. Gilbertson Excellence in Service Award are currently being accepted by Staff Development and Training on behalf of the Award Selection Committee.
- The Training Alliance is working on reviewing and updating the Agency Required Training Matrix.

### 3. Committee Updates

- **Wellness Committee** - In 2018, the Wellness Incentive will be an individual incentive. All employees covered by the agencies health insurance will be eligible to earn \$50 wellness incentive pay for having an annual preventative exam. The final Quarterly Wellness Drawing for 2017 have been completed and the incentive prizes awarded. “Wellness Wednesday” emails continue to be sent to staff with educational materials on maintaining and improving ones overall health and wellness.
- **Clinical Supervision Committee** - H-NNCSB has formed a Clinical Supervision Peer Consultation Group (CSPCG) that includes LPC’s, LCSW’s and a Psychiatrist. This group has board experience providing services and providing clinical supervision. The group meets every 6 weeks to discuss challenges, share resources, and ideas that can offer support to those providing, or who will be providing, clinical supervision to our Residents and Supervisee’s.

On April 12<sup>th</sup>, the Human Resources Division hosted a Clinical Supervision Appreciation lunch/meeting. We understand the time and commitment it takes to provide supervision and develop our Resident’s and Supervisee’s. Clinical supervisors, newly assigned clinical supervisors, and those not yet assigned are asked to attend. This will be a time to share successes, discuss concerns, processes, and review policies.

## INFORMATION TECHNOLOGY / MEDICAL RECORDS

**Charles McGee, Director**

**Agency 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.

### 1. Information Technology

- **IT Goal** (Derived from Agency Strategic Objectives): *Develop and maintain a robust, comprehensive, and agile information technology infrastructure that meets the dynamic administrative, compliance, and behavioral healthcare service needs of the Agency.*

**Related Projects, Initiatives, and Activities**

- As a major component of IT routine infrastructure maintenance, the IT Department manages the provisioning, deployment, and maintenance of all Agency desktop computers and telephones, mobile computing devices (mobile phones, tablets, laptops, etc.), and other miscellaneous technologies.
- The IT Department continues to conduct internal process improvement activities intended to provide consistently high levels of courteous, efficient, and professional customer service. Those initiatives include enhancing the user interface of the new IT Support Portal website, introducing a customer facing knowledge base, obtaining customer satisfaction feedback through customer surveys, and the development of IT customer service code of conduct and standard operating procedures.
- The IT Department has completed the initial phase of deployment of the Employee Portal project, and will begin the next phase after completion of a requisite Citrix based technology infrastructure upgrade.
- The IT Department continues to work toward completion of its annual IT Risk Assessment process, which uses IT industry best practices and recommendations from the National Institute of Standards and Technology (NIST) Special Publications (SP) 800-66 and 800-30 as guidance for assessing the Agency's compliance with the Health Insurance Portability and Accountability Act (HIPAA) Security Rule. The findings of the assessment are now being compiled and documented for inclusion in the Security Assessment Remediation report.
- The IT Department is currently evaluating viable replacements for the Agency's current analog phone system. Currently, new and advanced digital telephone systems have become more affordable providing new options for updating our existing systems. Once the evaluation process is completed, the IT Department will make a formal proposal for consideration.
- The IT Department has completed the initial phase of the deployment of a Digital Signature and Automated Workflow solution. The initial phase routes personnel action forms throughout the Agency, allowing directors to sign and approve using valid electronic signatures. The next stage of the project will introduce more complex workflows and the ability to integrate digital signatures into existing enterprise applications.
- The IT Department has launched Sharefile, a secure, HIPAA compliant, cloud based solution for transmitting, storing, and receiving ePHI to and from authorized external entities. Sharefile brings ease of use with improved encrypted transmission and storage. Sharefile's simple interface and ease of use makes it more likely that Agency staff will use it to send and receive secure messages.

## 2. Network and Computing Support and Services (NCS) (Manager, Brian Rummel)

- **IT Goal** (Derived from Agency Strategic Objectives): *Develop and maintain a robust, comprehensive, and agile information technology infrastructure that meets the dynamic administrative, compliance, and behavioral healthcare service needs of the Agency.*

### **Program Activities**

- NCS Services continues to refine its HelpDesk and IT support processes within ServicePro Helpdesk Support Management system. The continuous collection of statistical IT support request data is currently being tested and optimized so that statistical reporting can be used toward performance management efforts.
- NCS continues to perform activities related to the continuous configuration, distribution and maintenance of the Agency's diverse inventory of IT and Telephony related equipment.
- NCS continues to monitor and manage the daily backup of critical agency data and when necessary associated restoration of data.
- NCS continues to perform activities related to maintaining the confidentiality, integrity, and availability of the Agency's information resources.
- NCS continues to play a core role in the research and testing of new and emerging technologies as well as ensuring that new technologies successfully integrates with existing legacy technologies.

## 3. Medical Records (Manager, Shelia Leary)

- **MR Goal** (Derived from Agency Strategic Objectives): *Develop and maintain a robust, comprehensive, and agile electronic health record (eHR) system that meets the compliance, and behavioral healthcare service needs of the Agency and all meaningful use (or its successor) requirements.*

- As a part of the Entrust scanning project, Medical Records staff continue to identify and process records for scanning and destruction that are stored offsite at a secure Entrust warehouse facility. The team continues the process of packaging the year 2011 medical records that remain in-house for destruction and have cleared well over three thousand boxed from Entrust leaving us with only the most recent charts left for destruction.
- IT and Medical Records staff continue to routinely monitor and manage internal and external privacy/security threats in order to safeguard against data loss, unauthorized data access, and data availability.
- As part of ongoing medical records management and maintenance efforts, the Medical Records Team continues the processing, and release of medical records; meets with clients for completion of authorizations to disclose (release of

information); responding to phone inquiries; scanning and validating client medical records into record management software.

- The Medical Records and IT staff continue to collaborate on activities related to the processing of records request for program and agency audits; scanning archived medical records for client's that have been re-opened to services; and identifying records that are due for destruction.

**Agency Strategic Objective #1C:** Implement a comprehensive technology infrastructure that 1) supports the organization's administrative, management, and compliance functions, 2) creates new revenue and market opportunities, and 3) ensures successful implementation of electronic health records and meets all federal requirements regarding "meaningful use."

#### 4. **Data Informatics (Manager, Shelia Leary)**

- **IT Goal** (Derived from Agency Strategic Objectives): *Develop and maintain a robust, comprehensive, and agile electronic health record (eHR) system that meets the compliance, and behavioral healthcare service needs of the Agency and all meaningful use (or its successor) requirements.*

#### **Related Projects, Initiatives, and Activities**

- The Data Informatics Manager and the IT Director continue to work with Harris Health systems technical support staff to address ongoing electronic health record (Profiler) support issues. Discussions include identifying measures that the IT department can take to ensure that Profiler continues to meet the needs of the Agency. Additionally, we have also begun preliminary discussions with potential EHR vendors related to the establishment of Agency requirements for the selection of the Agency's next EHR.
- The Data Informatics team continues to provide ongoing maintenance and support for several mission critical IT systems, such as Profiler, Microsoft Great Plains, BI360, as well as other related supplemental IT systems.
- The Data Informatics team continues to provide Clinical form development and modifications as needed to support a wide variety of clinical program initiatives such as CCC+ and the DBHDS initiated WAMS Integration Project. Staff are currently collaborating with regional clinical and support staff in the identification of required data for implementation of several WAMS forms for the state. Currently staff are collaborating with the region CSBs in the development and deployment of an HPR-V service file consisting of CCS3 data elements for automated upload for submission to the state.
- The Data Informatics team routinely provides a wide variety of custom reports related to program and Agency performance monitoring and tracking as well as CCS3 reporting requirements.

- The Data Informatics team provides priority first responder support to the Agency's Physicians on Profiler and related technologies. We provide Profiler training for Physicians and clinical staff, including on-site support for Dr. First & Banyan Transcription Services.

## **QUALITY MANAGEMENT & CORPORATE COMPLIANCE**

**Melanie Bond, Psy.D. Director**

The Division of Quality Management and Corporate Compliance (QM) is comprised of eight (8) staff who carry out the tenets of the agency's Strategic Plan in all aspects of their work. The QM Division's progress towards select aspects of the larger plan are outlined below:

**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 Initiative 1D:** *Initiate a formal process for change management within the agency*
  - The Quality Assurance and Improvement Manager (QAIM), Compliance and Standards Manager and Quality Management Director participated in the Same Day Access Consult Initiative with MTM Services on Tuesday, February 6, 2018. The Consult Initiative introduced changes, trends and data related to the implementation of same day access, a Virginia mandated call to action.
  - Members of the QM Team including the QAIM, Clinical Documentation Specialist and QM Director met with the Human Resources and Staff Development and Training Division on March 19, 2018 to discuss agency and state regulations that are mandatory for staff training. The purpose of the meeting was to streamline staff training if possible based upon mandated trainings.
  - During the months of February and March, the QAIM and Director of QM continued to meet with and collaborate with the ARTS Director and SEFP staff to revise their service description and to complete a Service Modification Request to include a "step down" component to their existing services. The final revision of the SEFP service description was completed and a Service Modification Request was submitted on March 19, 2018 to the DBHDS Central Office for review and approval.
  - In March, The QAIM and Director of Quality Management met with staff from the Next Step and Bright Beginnings Psychosocial Rehabilitation Services programs to discuss the idea of merging the programs. Historically the programs have been run separately as a substance use program and mental health/SMI program. However, both programs are licensed under one Psychosocial Rehabilitation Service. Meeting participants discussed pros and cons of the merger including capacity, enrollment and funding concerns. Meeting participants agreed that the next step would be to inform staff and participants

of the proposed merger and have the Next Step program visit Bright Beginnings for a day. The next meeting will be held during the first week of April.

- The QAIM and Director of Quality Management met with the Director of Crisis Services on March 22, 2018 to discuss the update of the Emergency Services Report of Contact and Update of Report of Contact forms. The Crisis Services Director will provide revisions to the form, discuss form with the agency's Executive Director and provide a draft to the QM/Forms Committee (including IT staff) before re-implementing its use within the Crisis Services Division. At this time, staff are not using the form at the Director's request.
- The QAIM, QM Division Director and DS Residential Services Director met on March 23, 2018 to discuss a proposal to implement congregate billing in the Supported Living Program housed at the Briarfield residential site. Meeting participants discussed the pros and cons of this proposed implementation, including licensing and DOJ implications and other logistics. The QAIM was tasked with contacting the agency's Licensing Specialist in order to request and schedule a conference call to discuss the plan. The QAIM spoke with the Licensing Specialist on March 27, 2018 regarding this matter and will be planning a meeting in April 2018 to begin discussing the proposed service.
- The QAIM and other members of the QM Team continued to review and test revisions to the Discharge Summary and Crisis Plan that were completed by the IT Department during the month of February. Members of the Forms Committee presented the forms to the Management Team during its monthly meeting on March 26, 2018. Forms are set to be rolled out on April 1, 2018. The QM Director sent a memo to all staff informing them of the new forms and scheduled implementation date.
- The QAIM scheduled a meeting on March 29, 2018 at 10 AM to reconvene the Workplace Safety Committee, a sub-committee of the agency's Risk Management Committee. The sub-committee worked on a couple of projects in the past including developing and distributing a Workplace Safety Survey to all employees to obtain their perspective on the level of safety at the agency. The committee also drafted an agency Workplace Safety policy which will be the subject of the upcoming meeting. The Executive Director and agency Counsel have reviewed the policy. Workplace Safety Committee members were invited to attend the meeting on the 29th in order to review the proposed policy before vetting it through the agency's Executive Leadership Team.

➤ **Strategic Initiative 1F:** *Implement an agency wide Corporate Compliance and monitoring program to promote adaptability to the changing payer and regulatory environments*

- During the month of February, the QAIM and Director of Quality Management participated in multiple meetings (2/2/18, 2/12/18, 2/14/18, 2/15/18, 2/20/18, 2/21/18, and 2/26/18) with the ARTS Division Director and Executive Director regarding the upcoming CARF Accreditation. The QAIM and QM Director provided guidance on completing the CARF renewal application and reviewed the application multiple times prior to its submission on 2/27/18. The agency is scheduled to have its CARF recertification review in July 2018.



- Members of the QM Division participated in two license renewal visits during the month of December. Gail Schreiner, Senior Licensing Specialist from the DBHDS Office of Licensing, visited the campus on December 5, 2017 and December 19, 2017. Ms. Schreiner reviewed medical records from Creative Options – Community Based Services and Partners in Recovery – Intensive Outpatient Services (IOP) services. Community Based Services received an annual license and will be added to the agency’s triennial license in 2018. IOP will remain on a provisional license and the Licensing Specialist will review the services again during the 2018 Triennial Licensing Review. IOP also received a Corrective Action Plan (CAP). The QAIM and Director of Quality Management and Corporate Compliance provided assistance to members of the IOP staff in order to develop and submit the CAP to the Office of Licensing.
- Members of the QM Team including the QAIM, URS, Compliance and Standards Manager and QM Director met with the DBHDS on February 22, 2018. The meeting was in reference to questions from the DBHDS Office of Licensing as a result of a licensing review of a critical incident.
- Members of the QM Team participated in the Independent Reviewer DOJ Presentation conducted by the Developmental Services Director on February 20, 2018. This presentation provided some clarification to the QM Division regarding the DS Division’s “DOJ Plan of Action”.
- The QM Division met with the ARTS Division Director to discuss treatment and billing questions posed by Partners in Recovery (Intensive Outpatient Program). Members of the QM Division contacted Magellan to obtain guidance on regulatory interpretation regarding how to address and bill treatment services when participants do not meet minimum attendance requirements.
- The QAIM, along with the Director of Quality Management assisted the Developmental Services Support Coordination program with a written response to a Corrective Action Plan as a result of a licensing review by the DBHDS Office of Licensing and its submission to the central office on March 16, 2018.
- The QAIM participated in the quarterly Program Improvement Plan (PIP) meeting on February 12, 2018 along with other members of the QM Division. The meeting focused on problems/issues as well as improvements with clinical documentation and workflows that have occurred within the Hampton Roads Clinic-Opioid Services program. According to the HRC program manager and based on QM reviews of HRC medical records, the overall health of the records has improved drastically.
- The QAIM and members of the QM Division met on February 12, 2018 to discuss information received regarding a “DOJ Plan of Action”. The Clinical Documentation Specialist informed the team that a plan of action had been issued to the Developmental Services Division. The QAIM scheduled a brief meeting with the DS Program Specialist in order to obtain more information about the “plan of action” as this information should generally be shared with the Division of Quality Management for implementation, follow up with regulatory bodies and for record keeping purposes. The QAIM and DS (IDD)

Program Specialist met for a brief overview of the DOJ Plan of Action on February 15, 2018.

- During the Management Team meeting on February 26, 2018, the Division of Quality Management continued to remind Management Team members to work on the Triennial Preparation Checklist, updating policies and clearly documenting progress towards corrective action plans (CAP). Management Team members were also reminded to share updates and information regarding what to expect during the Triennial Licensing Review with their staff. Members of the QM Team reminded members that 2nd Quarter Program Driven Record Reviews were due on March 1, 2018 and announced that revisions to the Discharge Summary and Crisis Plan forms were pending.
- During the Management Team meeting on March 26, 2018, the Division of Quality Management continued to remind Management Team members about upcoming audits, to include the 2018 Triennial Licensing Review, QI Developmental Services Review and CARF Accreditation in July 2018. Staff were encouraged to continue to work on and follow the Triennial Preparation Checklist, updating policies and clearly documenting progress towards corrective action plans (CAP).
- The following Health and Safety inspections were completed: Transcend, Grist Mill, Aberdeen, Cornerstone, Regional Crisis Stabilization Unit (RCSU), Buildings 200, 300, and 600.
- Second (2<sup>nd</sup>) Quarter Program Driven Record Reviews were due on March 1, 2018. Nineteen out of 23 licensed programs as well as Nursing Services participated in the review. At the time of this report, the agency demonstrated a documentation compliance percentage of 86% for participating programs.
- From March 9-20th, the QAIM updated the Developmental Services QM Audit Spreadsheet to reflect their current regulations (Medicaid, DOJ, CMS, licensing etc.) and agency medical record criteria. The URS conducted a QM Audit Spreadsheet Overview on March 21, 2018 for the Developmental Services Manager, Supervisors and Program Specialist. The QAIM, Clinical Documentation Specialist and DS Division Director also attended the brief overview.
- On February 23, 2018 The CSM participated in the agency's Specially Constituted Committee (SCC) meeting pertaining to a new admission to Gilbertson ICF.
- On March 28, 2018, the CSM facilitated the agency's quarterly Independent Review Committee (IRC), which is a required committee stipulated by the Human Rights regulations. The purpose of this committee is to review and to approve the overall clinical necessity and effectiveness of an individual's Behavioral Treatment Plan (BTP).

- **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*
  - On February 23, 2018, the CSM provided a face-to-face training on Dignity to SEFP employees as part of their mandatory staff meeting.
  - Peer Recovery Services is currently advertising for 3 Full-Time Peer Recovery Specialist positions at the Adult Outpatient Comprehensive Services, Project LINK, and Mental Health Regional Supervised Housing Programs.

**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.

- **Strategic Initiative 3B:** *Develop a culture at Hampton-Newport News Community Services Board, dedicated to positive outcomes for the individuals we serve, through the recognition of staff contributions to organizational success, as well as embracing our commitment to maintaining our reputation as a center of excellence, center of influence and employer of choice*
  - On February 13, 2018 and March 13, 2018, QM Staff participated in and completed the REVIVE! training.
  - On March 13 and 22, 2018, the CSM participated in the *Give Local 757 Committee* planning meetings.
  - On March 15, 2018, the CSM Manager participated in a team meeting with DD Support Coordination, exploring various ways to support and protect adult consumers (whose parents are involved in care) without violating their human rights, given that she has not been deemed incapacitated nor incompetent.
  - The Peer Recovery Coordinator (PRC) participated in the Peninsula Community Opioid Response (PCOR) Workgroup meeting. The group is working to combat the opiate epidemic in the Cities of Hampton and Newport News.
  - The PRC facilitated a REVIVE Training of the Trainer event on February 13, 2018 and a REVIVE Lay Rescuer Training event on March 13, 2018. Eleven individuals were trained in each training event.
  - The Peer Staff along with the Director of Business and Communications traveled to the General Assembly to speak with legislatures regarding Senate Bill 555. Senate Bill 555 will allow the offense of Burglary to become a screenable offense, thus, creating opportunities toward employment at DBHDS licensed entities.

- The DBHDS Office of Recovery Services held its Peer Recovery Specialist Supervisor Training onsite on March 21<sup>st</sup>. The PRC presented on ‘Top Ten Misconceptions about Peer Work’ during this training.
- The PRC traveled to Richmond as the Region V representative on the Virginia Recovery Initiative (VRI) Meeting.

## **COMMUNICATION AND BUSINESS DEVELOPMENT**

**Sherry Hunt, Director**

*Strategic Initiative #2A: Develop and expand marketing, public relations, grant writing and advocacy functions within H-NNCSB.*

### **Division Goals**

- ***Develop and expand marketing, market research, and branding functions within H-NNCSB.***
  - Attended the Riverside Hospital Doctor’s meeting and delivered a presentation on our agency and its programs and services.
  - Worked with WAVY News 10 reporter Laura Caso to facilitate our involvement in a story about the babies of addicted mothers which aired on February 26, 2018 and featured an interview with Tony Crisp, ARTS Director.
  - On March 7, 2018, participated on a Brand Story Discovery Session conference call with Annie Franceschi, head of the Greatest Story Creative Company, to consult on a possible branding strategy for our agency.
  - On March 8, 2018, attended the Pink Bag Luncheon sponsored by the Virginia Peninsula Chamber of Commerce. This session was entitled, "Marketing Musts ... Simple & Actionable Steps to Grow Your Business".
  - Facilitated the agency’s attendance and participation at the Urgency of Now: Strengthen, Build and Empower 3rd Annual Regional Symposium (RuON) and the subsequent Work Session held on March 20-21, 2018.
  - Facilitated the agency’s attendance and participation at the Youth Career Expo sponsored by the Peninsula Chamber of Commerce on March 29, 2018.
  - Facilitated the agency’s participation at the Huntington Middle School Career Day on March 29, 2018.
- ***Develop and expand Web site, social media and brochures/publications.***
  - Participated on the Peninsula Community Opioid Response (PCOR) team Community Awareness and Education working group. Worked on the development of a website which provides resources on the opioid epidemic for the general public.

- Prepared the Fiscal Year 2017 Annual Report and distributed the report to Hampton and Newport News City leaders.
- On February 15, 2018, interviewed one candidate for the position of Marketing and Communications Intern, a position that will be assisting my office with establishing and expanding social media and website content.
- Created a Facebook page, a Twitter account, and an Instagram account for the agency in advance of the Give Local 757 fundraising event.
- Held several meetings with the staff working on social media for the Give Local 757 campaign to plan our strategy for posting content leading up to the day of the event on May 8, 2018.

➤ ***Develop and expand public relations and communications functions within H-NNCSB***

- On February 1, 2018, facilitated our participation in the Hampton Public Schools My Future, My Journey Career Exploratory Program in which staff from Children and Family Services engaged with students and provided information about programs and careers at the agency.
- On February 2 and February 26, 2018, facilitated the agency's Community Engagement Committee Meetings in which members discussed our participation in upcoming community functions.
- Participated in several meetings with CSB staff regarding the Opioid Treatment Program grant funds. Strategized on ways to utilize the additional funding from the grant and worked with staff in implementing the proposed programs and services.
- Attended the Coliseum Central Business Improvement District Annual Meeting on February 27, 2018.
- Attended the Peninsula Community Opioid Response (PCOR) Committee meeting on February 27, 2018.
- Attended the Peninsula Maternal Mental Health Coalition Kick-Off Meeting at Riverside Regional Medical Center on March 14, 2018.
- Met with Alethea Lambert, Peer Recovery Coordinator, on March 14, 2018, to work on the operating schedule for the Peers who will be dispatched to the hospital Emergency Rooms via the Peer Bridger program.
- Attended the 40th Annual Conference on the Black Family at Hampton University on March 14-16, 2018.
- Represented the agency and attended the EVMS Community Working Group Meeting on Addiction Awareness on March 19, 2018.
- Attended the Gang Reduction Conference at Christopher Newport University on March 27, 2018.

➤ ***Develop and expand advocacy and lobbying efforts with communities and government stakeholders.***

- Through my participation on the Opioid Treatment grant team, worked with the Riverside Emergency Room Medical Director and the hospital attorney to secure their cooperation and ultimate execution of a MOU to govern the Peer Bridger program.
- Collaborated with NAMI Virginia to coordinate Mental Health Advocacy Day on February 5, 2018.
- Participated on the VACSB Clearinghouse Committee Conference Calls on February 14, February 21, and February 28, 2018 to discuss the status of bills and the lobbying efforts and strategy on our barrier crimes legislation submitted by Senator Monty Mason.
- On February 22, 2018, coordinated with Alethea Lambert, Peer Recovery Coordinator, to travel to Richmond, Virginia with several Peer Counselors to visit with and lobby to state legislators.
- On February 27, 2018, attended a meeting with community stakeholders to discuss the possible establishment of a CITAC center to serve the Hampton and Newport News communities.
- Attended a meeting on March 1, 2018, with Mike Zohab and Cheryl Dehaven with DBHDS to discuss leftover Opioid Treatment grant funding for our agency.
- Attended the Consumer and Family Member Advisory Council (CFMAC) meeting on March 23, 2018, and provided a legislative update along with information on the Give Local 757 campaign.
- Provided legislative advocacy updates at the Board Community Relations / Governmental Affairs Committee meetings held on February 20 and March 19, 2018.

➤ ***Develop and expand business development activities***

- Conducted research and gathered the necessary information and tools to launch a Give Local 757 campaign for the H-NNCSB.
- Held Give Local 757 Kickoff meeting on March 12, 2018, to educate the Executive Leadership team about the agency's participation with this year's campaign and to solicit help in building the Give Local 757 team.
- Organized the Give Local 757 Committee and held the first team meeting on March 13, 2018, to review the materials and establish initial task leaders. Also set a schedule for weekly meetings of the committee to stay on top of planning activities.
- Held Give Local 757 committee meetings on March 22 and March 29, 2018 to plan for the campaign.
- On March 23, 2018, attended Brainstorming Session for the Give Local 757 campaign with the Director of Philanthropy of the Peninsula Community Foundation.

**Upcoming Events**

- H-NNCSB Community Opioid Symposium (S.T.O.P.) – April 18, 2018
- VACSB 2018 Development and Training Conference – May 2-3, 2018
- Give Local 757 – May 8, 2018

**Meetings Attended**

- Attended the Addiction Recovery and Treatment Services (ARTS) division team meetings on February 5 and March 5, 2018.
- Attended the Same Day Access Executive Team and Full Staff meeting with the vendor MTM on February 6, 2018.
- Attended the Peninsula Community Opioid Response (PCOR) team Building Community Awareness sub-committee meeting on February 6, 2018.
- Attended the Coordination of Services meetings held February 8 and March 8, 2018.
- Attended the City of Newport News Budget Hearing meeting along with the Executive Director and CFO on February 8, 2018.
- Attended the Management Team meetings on February 25 and March 26, 2018.
- Attended the Board Budget, Finance and Audit Committee meetings on February 20 and March 19, 2018.
- Attended the Board Community Relations / Governmental Affairs Committee meetings on February 20 and March 19, 2018.
- Attended the Board of Directors meetings on February 22 and March 22, 2018.



## **MEETING OF THE BOARD OF DIRECTORS**

**Thursday, March 22, 2018, 5:00 p.m.**

**CSB Campus Board Room, 2<sup>nd</sup> Floor**

**Present:** Mrs. Rogers, presiding; Mrs. Bethune-Hill, Mrs. Dahlen, Mr. Morehouse, Mrs. Owens, Sheriff Roberts, Ms. Russell, Dr. Spencer, Mrs. Stewart, and Mr. Supler

**Staff:** Mrs. Christian, Mrs. Barnes, Dr. Bond, Mr. Crisp, Mr. Deisch, Mr. Dudley, Dr. Gill, Mrs. Hunt, Mrs. McCarthy, Mr. McGee, Ms. Newlon, Mr. Simons, Ms. Thompson, Ms. Whitaker, Ms. Mercado and Ms. Davis

**Guest:** Mr. Joseph Hudson

### **CALL TO ORDER**

Members of the Board of Directors for the Hampton-Newport News Community Services Board held their monthly Board of Directors Meeting on Thursday, March 22, 2018. Mrs. Wanda Rogers, Board Chair, called the meeting to order at 5:02 p.m. and welcomed Members, guests, and staff to the meeting.

### **REMARKS OF THE CHAIR**

Mrs. Rogers advised Members of the Board of Directors that along with the special program overview of the Addiction and Recovery Treatment Services scheduled later in the meeting, Members of the Board would also receive information regarding the CSB's "757 Fund Raising Campaign". She also provided the names of Members of the Board of Directors who could not be in attendance due to scheduling conflicts or illness; these Members included: Dr. Davidson; Councilman Gray, Jr.; Mrs. Killebrew; Mrs. Thomas; and Dr. Williams-Hunt.



## **INTRODUCTION OF GUESTS**

Mrs. Christian introduced Mr. Joseph (Joe) Hudson to Members of the Board of Directors where she noted that she asked him to attend the Board Meeting to be recognized for the work he does to help individuals impacted by substance abuse to improve their lives by getting into recovery. She continued that Mr. Hudson is often at the H-NNCSB working to assist individuals he is working with get into treatment. Mrs. Christian shared that when Mr. Hudson spoke at the H-NNCSB Thanksgiving Luncheon last year, Senator Montgomery (Monty) Mason stated that he wanted to do something about the barrier crimes law that prevented individuals with certain criminal histories, such as Mr. Hudson, from being employed by Community Services Boards. With that, she pointed out that a Bill was introduced by Senator Mason who called Mr. Hudson and staff to participate in the process. That being stated, Mr. Hudson was recognized for the role he played in getting the Bill enacted along with his strong advocacy.

Following applause, Mr. Hudson provided remarks and thanked the H-NNCSB staff, as well as Members of the Board, whom he took annual trips with to Richmond to advocate for those in need of treatment services over the years. Members of the Board provided Mr. Hudson with a standing ovation for his continued Recovery commitment, advocacy, and assistance to those who suffer with substance use disorders.

## **PUBLIC COMMENT**

There was no Public Comment received from Members of the audience during the Board of Directors Meeting held on Thursday, March 22, 2018.

## **ACTION ITEM**

### **A-1.**

A Motion was made to accept the Minutes of the Board of Directors Meeting held on Thursday, February 22, 2018, as presented.

### **Action**

There being no corrections or comments, the Minutes of the Board of Directors Meeting held on Thursday, February 22, 2018, were accepted as presented.

## **BOARD STANDING COMMITTEE REPORTS**

### **Budget, Finance And Audit**

Mr. Thomas Morehouse, III, Interim Committee Chair, reported that Members of the Budget, Finance and Audit Committee met earlier in the week, on Monday, March 19, 2018, at 4:00 p.m., to receive an overview of the FY19 Budget Season and review the Financial Statements and Operating Results for the Hampton-Newport News Community Services Board and its entities through January 31, 2018. He advised that Members could find a full report of the meeting in their red folders.

Mr. Morehouse continued his report noting that during the meeting, Ms. Denise Newlon, Chief Financial Officer, informed Members that the agency was in the middle of its busiest time of the year, Budget Development Season. She pointed out that staff have completed a review of 50 program budgets and have approximately 40 more programs to review. Ms. Newlon stated that one of the budgetary assumptions used in determining the new budget included level funding from Federal, State and Local funding streams. In light of this assumption, agency leadership is working to constrain expenses and explore alternative sources of earned revenue and grant opportunities. Staff also provided some of the achievements and challenges connected to the budget season which ranged from a goal to provide staff with a 2% Cost of Living Allowance and new grant funding received for the ARTS Division, to a slowdown in earned revenue due to Managed Care Organizations (MCO's) transitioning into the behavioral health line of business and their need to go back to the old way of paper processing claims. However, with regard to the latter, Ms. Newlon reported that Anthem, one of the largest MCO's, had given the H-NNCSB Gold Star status which reduces the authorization requirement for most CSB services.

It was also communicated that Members of the Budget, Finance and Audit Committee continued their meeting with a review of the CSB's Cash Balances, Aging and Earned Revenue, Unbilled Services, and Divisional Net Income through January 31, 2018, where variances from the original budget were discussed. Moreover, and in the area of Health Insurance, it was added that the positive variance may be due to a change that became effective on January 2018, in the Anthem billing process. The meeting progressed with a review of the Comparative Balance Sheets and Profit & Loss Statements of the Hampton-Newport News Community Services Board, the H-NNCSB Property Company,

Inc., Share-A-Homes of the Virginia Peninsula, and the Trust for Disabled Persons where it was noted that the Year to Date subtotal was in line with the FY18 budget.

Finally, Mr. Morehouse asked that Members of the Board mark their calendars for the next meeting of Members of the Budget, Finance and Audit Committee scheduled on Monday, April 16, 2018, at 4:00 p.m. in the CSB Campus Board Room.

### **Community Relations/ Governmental Affairs**

Committee Chair, Mrs. Beatrice Dahlen, provided her report noting that Members of the Community Relations / Governmental Affairs Committee met on Monday, March 19, 2018, at 4:30 p.m., to receive updates on the General Assembly, discuss Hall of Fame Inductees, and hear Advocacy Group updates. Members of the Board were instructed that a full Report of the meeting had been provided for them in their red Folders.

Mrs. Dahlen reported that the meeting began with an update of General Assembly activities from Mrs. Sherry Hunt, Business and Communications Director. She announced that Mrs. Hunt informed the Committee that while the General Assembly Session ended on Saturday, March 10<sup>th</sup>, and new legislation was enacted, the one thing Members of the General Assembly failed to do was pass a budget. Members of the Board were advised that Governor Ralph Northam called for a Special Session of the General Assembly which has been scheduled for April 11, 2018, for the purpose of addressing and passing a budget. After pointing out that a budget did not pass because the House is seeking to include Medicaid Expansion and the Senate does not want it included, Members held lengthy discussion regarding the budgeting processes needed in passing a budget for the Commonwealth no later than the June 30<sup>th</sup> deadline.

Mrs. Dahlen informed the Board that Members of the Community Relations / Governmental Affairs Committee also discussed the outcomes of Senate Bill 555 for certain Barrier Crimes Screening for employment, and Senate Bill 878 which would mandate that CSBs provide mental health and substance abuse services in correctional facilities. She mentioned that Members would be pleased to know that while Senate Bill 555 passed both the House and the Senate, Senate Bill 878 failed. Mrs. Dahlen also shared that staff have requested that Mr. Joe Hudson be present during the signing ceremony of Senate Bill 555 and that the Bill possibly be named the "Hudson Bill" due to his committed advocacy throughout the process of getting the Bill initiated and passed.

Mrs. Dahlen also advised that Members of the Community Relations / Governmental Affairs Committee had begun the process of preparing for the 2018 Hall of Fame event which is a part of the Annual Employee Recognition Luncheon and Patty L. Gilbertson Excellence Award Ceremony. She reported that at the Committee meeting earlier in the week, Members confirmed the date of May 16, 2018, as the date the event would be held. More importantly, Members of the Committee discussed the names of possible inductees received for consideration. Mrs. Dahlen shared that the Committee concurred on the names of Judge Barry Logsdon, posthumously, who was the Chief Juvenile and Domestic Relations Court Judge; and Mrs. Jane Hobbs, Family Advocate for individuals with developmental disabilities. Members of the Board were instructed that additional event information would be provided to them as plans are finalized.

In the area of Advocacy Group updates, Mrs. Dahlen communicated that the National Alliance on Mental Illness (NAMI) was gearing up for its Annual NAMI Walk in Richmond. She advised Members of the Board that the Walk is the only fund raising event where a portion of the proceeds actually comes to the Local NAMI Chapter. Furthermore, she asked for the support of Members for this very important event.

In closing on her Committee Report, Mrs. Dahlen asked that Members of the Board please be advised that the next meeting of Members of the Community Relations / Governmental Affairs Committee had been scheduled for Monday, April 16, 2018, at 4:30 p.m. in the CSB Campus Board Room.

### **Nomination and Selection Committee Update**

Briefly, Mrs. Rogers reminded Members of the Board that while Members of the Nomination and Selection Committee did not meet during the month of March, Mrs. Mary Stewart, Committee Chair, wanted to remind Members that by Monday, March 26<sup>th</sup>, they would be receiving the Self-Appraisal and Evaluation Tool of our Executive Director, Mrs. Natale Christian for their review and consideration. It was asked that Members of the Board be mindful, that all Board Member responses are due to Mrs. Kim Thompson, Human Resources Director, no later than Monday, April 9<sup>th</sup>, so that their input may be considered by Members of the Nomination and Selection Committee at their Evaluation meeting scheduled for Thursday, April 12<sup>th</sup>, at 4:00 p.m. Members of the Board of Directors were also reminded that all Board Standing Committee meetings were open for them to attend.

## **CONSIDERATION ITEM**

Members of the Board of Directors were reminded by Mrs. Rogers that they had one item to consider including in their schedules related to the upcoming Virginia Association of Community Service Boards (VACSB) 2018 Development and Training Conference scheduled on Wednesday, May 2<sup>nd</sup>, and Thursday, May 3<sup>rd</sup>, in Portsmouth, VA. She advised Members that a flyer regarding the event had been provided for them in their red folders. Members were instructed to provide Ms. Mercado with their confirmations as soon as practical as the deadline for the “Early Bird” registration was on Friday, March 30<sup>th</sup>.

## **INFORMATION ITEMS**

### **Give Local 757 Fund Raising Campaign**

In addition to the three Information Items already provided for Members of the Board of Directors in their March Board Packages, Mrs. Sherry Hunt, Business Development and Communications Director, announced that the CSB would be involved in the “**Give Local 757**” fund raising event which is scheduled to take place on May 8<sup>th</sup> from midnight to midnight. She noted that the campaign is being held to connect citizens to a local cause, such as giving where you live. Mrs. Hunt pointed out while this would be our CSB’s initial involvement in the Campaign, “**Give Local 757**” was in its 5<sup>th</sup> year and has raised approximately \$1.8M for 350 other non-profit organizations throughout the Hampton Roads area. She shared that the event is to do three things: (1) Raise money to benefit the individuals served; (2) Increase the public’s awareness about mental health illness; and (3) Have fun while achieving goals 1 and 2.

Mrs. Hunt provided an overview of the campaign to generate donations adding that the Hampton-Newport News Community Services Board had its own page on the website to receive donations at a minimum of \$10. She noted it was a win-win because the CSB gets the opportunity to raise unrestricted dollars as it also raises mental health awareness. Mrs. Hunt pointed out that a Team had been organized to plan events and contests to get people excited about the “**Give Local 757**” event, and that the event will be set up so that the community can see what we do and the volume that we do. Following a few questions from Members of the Board, it was noted that the important thing is to tell our stories and compel individuals to tell our stories; and that staff should be reminded to call their friends and share the information about the campaign. An invitation was also extended to Members of the Board of Directors to join the Team.

**Condolences**

Mrs. Natale Christian, Executive Director, informed Members of the Board that condolences and flowers were sent on behalf of Members of the Board to the family of former Board Member, Mr. Paige Washington, who recently passed away and to the family of Judge Barry Logsdon who also passed away.

**BOARD MEMBER  
 PRESENTATION**

**ADDICTION AND  
 RECOVERY  
 TREATMENT**

**SERVICES (ARTS)** Mrs. Natale Christian introduced Mr. Anthony Crisp, Director of the Addiction and Recovery Treatment Services Program or ARTS Program as it is also known who provided Members of the Board with an overview of the treatment services.

Mr. Crisp reported that last year the State approved the ARTS Program and provided members with specifics of the program to include Prevention, CSB Outpatient Services, Day Support and Residential. Members were provided with an overview of the services offered. A copy of the power point presentation was distributed to Members of the Board. Members and staff held lengthy discussion followed by a question and answer period.

Sheriff Roberts asked staff whether there was room for a Summit to assist with providing this information to the communities served. Mrs. Christian advised Members of the Board of Directors that staff are in fact planning to sponsor an Opioid Symposium in the community. Mrs. Christian advised that Mrs. Cynthia Romero has agreed to be a part of the event, and that several of the staff and Peer Recovery Specialists had participated in a similar event last year. There was also discussion regarding alternatives to pain management and approaching hospitals and faith-based organizations to participate in the event.

As Mrs. Rogers thanked Mr. Crisp for his presentation, she encouraged staff to follow through with putting together an informational forum for the community. She also thanked Mrs. Hunt for the Give Local 757 information that was provided to Members of the Board.

Board of Directors Meeting  
 March 22, 2018  
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## **PROGRAM HIGHLIGHTS**

Mrs. Rogers advised that for the month of March, Members of the Board of Directors received Program Highlights from Administrative Division Directors detailing up-to-date information regarding CSB departmental activities.

## **CLOSING REMARKS**

### **Women's History Month**

As Dr. Gill and Mr. Ryan Dudley passed out flowers, Mrs. Christian advised that in honor of Women's History Month, the CSB staff would like to take the opportunity to recognize the Women of the Board of Directors for all the work they do on behalf of those served by the Hampton-Newport News Community Services Board.

As the March 22, 2018, Meeting of the Board of Directors for the Hampton-Newport News Community Services Board came to a close, Mrs. Rogers asked Members of the Board to take a few moments to review the FY18 Monthly Planners provided for you in the back of your Board Package for upcoming Standing Board Committee Meeting dates and other CSB Events. She advised that the meeting dates for both the Budget, Finance and Audit Committee meeting had been changed to a week earlier on Monday, April 16, 2018, but that the Board of Directors meeting remained the same.

## **REMARKS**

There being no further comments or questions regarding the February Meeting of the Board of Directors for the Hampton-Newport News Community Services Board, the meeting was adjourned at 6:08 p.m.

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Mrs. Wanda Rogers  
 Chair

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Mrs. Beatrice Dahlen  
 Secretary

*Submitted by GMercado*

# FY18 Monthly Planner

## April 2018

02	10:00	am	HPR-V Executive Directors Regional Leadership Team
02	1:00	pm	EVMS Workshop – <i>Single Access Point Mental Health</i>
02	2:00	pm	Mary Immaculate Hospital/H-NNCSB Leadership Meeting
02	2:30	pm	EVMS Workshop – <i>Gathering Community Resources</i>
03	11:30	am	Executive Leadership Team
03	2:30	pm	Prevention Services Update
04	10:00	am	OTP Grant Meeting
04	1:30	pm	CARF Prep Meeting
05	11:30	am	Patrick McDermott, Esq., CSB Counsel Lunch Meeting
05	3:30	pm	CITAC Conference Call with Michael Schaeffer
06	9:30	am	VACSB Leadership Team Conference Call
06	12:00	pm	Board Chair Lunch Meeting
09	1:30	pm	Newport News CMPT
10	9:30	am	HPR-V Hospital Forum
10	11:30	am	Steering Committee Budget Review
10	1:00	pm	Environmental Services RFP Meeting
10	4:00	pm	Mrs. Meagan Bair, Convention Center
10	5:30	pm	National Crime Victims’ Rights Week Reception
11	10:00	am	OTP Grant meeting
11	12:00	pm	Mrs. Lisa Shannon, Riverside
12	8:30	am	VA Beach Dept. of Human Services - Mental Health Forum
12	2:00	pm	Eastern State Hospital Monthly Meeting
<b>12</b>	<b>4:00</b>	<b>pm</b>	<b>Nomination and Selection Committee</b>
<b>16</b>	<b>4:00</b>	<b>pm</b>	<b>Budget, Finance and Audit Committee</b>
<b>16</b>	<b>4:30</b>	<b>pm</b>	<b>Community Relations / Governmental Affairs</b>
<b>17</b>	<b>3:00</b>	<b>pm</b>	<b>Local Human Rights Committee</b>
<b>18</b>	<b>8:00</b>	<b>am</b>	<b>H-NNCSB Opioid Symposium</b>
18	6:00	pm	Newport News Annual Boards & Commissions Reception
19	10:00	am	OTP Grant Meeting
19	1:00	pm	BF&A Prep Meeting
20	1:00	pm	Campus Tour - <i>Virginia Beach Human Services/CSB</i>
23 – 26			NatCon18 Conference - National Harbor, MD
<b>26</b>	<b>5:00</b>	<b>pm</b>	<b>CSB Board of Directors</b>
27	8:00	am	Hampton Community Leaders Breakfast



# FY18 Monthly Planner

## May 2018

02	1:00	pm	FY19 Budget Wrap-Up – Steering Committee Meeting
<b>03 – 05</b>			<b>VACSB 2018 Development and Training Conference,</b> <i>Renaissance Hotel, Portsmouth, VA</i>
03	2:00	pm	Executive Directors Forum, Portsmouth
07	10:00	am	HPR-V Executive Directors Regional Leadership Team
<b>08</b>			<b>“Give Local 757” Campaign</b>
08	11:30	am	Executive Leadership Team
08	1:00	pm	Steering Committee
09	10:00	am	State Drug Treatment Court Advisory Committee, <i>Supreme Court of Virginia</i>
10	2:00	pm	Eastern State Hospital Monthly Meeting
14	1:30	pm	Newport News CMPT
15	11:30	am	Executive Leadership Team
16	11:30	am	Employee Recognition Luncheon / Patty L. Gilbertson Excellence Award / 2018 Hall of Fame Ceremony
17	1:00	pm	BF&A Prep Meeting
<b>17</b>	<b>4:00</b>	<b>pm</b>	<b>Nomination and Selection Committee</b>
21	9:00	am	H-NNCSB Management Team
<b>21</b>	<b>4:00</b>	<b>pm</b>	<b>Budget, Finance and Audit Committee</b>
<b>21</b>	<b>4:30</b>	<b>pm</b>	<b>Community Relations / Governmental Affairs</b>
22	11:30	am	Executive Leadership Team
24	2:00	pm	Hampton CMPT
<b>24</b>	<b>5:00</b>	<b>pm</b>	<b>CSB Board of Directors</b>
29	11:30	am	Executive Leadership Team