



MEETING OF THE BOARD OF DIRECTORS

Thursday, February 28, 2019, 5:00 p.m.

CSB Campus Board Room
300 Medical Drive
Hampton, VA 23666

Board Officers

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

Venerria Thomas, **Vice Chair**

Timothy L. Supler, **Treasurer**

Beatrice V. Dahlen, **Secretary**

Members of the Board of Directors

Golden Bethune-Hill Steven Bond, Esq.

Chris Bowman Steven Brown

Arva Davidson Pixie Killebrew

June R. Owens Sheriff B.J. Roberts

Morgan Russell Mary L. Stewart

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 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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Red Folder Items

- Copy of "Community Engagement and Prevention Services" Presentation*
- Give Local 757 Flyer*
- DBHDS "Health Trends" Information ~ February 2019*
- VACSB "2018 Annual Report" Information*
- Media Articles*



DATE: February 21, 2019
TO: Members of the Board of Directors
FROM: Natale Christian, Executive Director
SUBJECT: **Meeting of the Board of Directors – February 28, 2019, at 5:00 p.m.**
CSB Campus Board Room, 300 Medical Drive, Hampton, VA

Greetings Members of the Board:

As we embark on the 2nd month of the New Year, staff of the CSB are gearing up for Budgeting Season in efforts to complete our FY2020 Budget and Performance Contract obligations, and Members of the Board are steadily moving through their fiscal year responsibilities!

At this month's Board of Directors meeting, Members of the Board will not only receive the "*Community Engagement and Prevention Services*" Presentation we could not get to last month due to our deep Campus Security discussion, but you will also receive a recommendation from your Nomination and Selection Committee regarding upcoming Board of Director Membership terms scheduled to expire on June 30, 2019.

For your review, attached please find the Agenda and Package for the **Board of Directors Meeting** scheduled on **Thursday, February 28, 2019, at 5:00 p.m.** Additionally and for your information, Standing Board Committee meetings scheduled during the February month include a meeting of Members of the **Nomination and Selection Committee** which was held on **Wednesday, February 13th, at 4:00 p.m.**; along with upcoming meetings of Members of the **Budget, Finance, and Audit Committee** scheduled for **Monday, February 25th, at 4:30 p.m.**, immediately followed by a meeting of Members of the **Community Relations / Governmental Affairs Committee** at **5:00 p.m.** the same day.

As always, please keep in mind that Standing Board Committee meetings are open to all Members of the Board of Directors for the Hampton-Newport News Community Services Board.

We look forward to seeing you next week.

NWC:gvm
 Enclosures

MEETING OF THE BOARD OF DIRECTORS

Thursday, February 28, 2019, 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 Items**
 - **A-1** Minutes of the Board of Directors Meeting of January 24, 2019
 - **A-2** Recommendation of the Nomination & Selection Committee
 - ~ *Board Of Director Reappointments*
5. **Consideration Item**
6. **Standing Board Committee Reports**
 - Board Quality Management Committee
 - Nomination and Selection Committee
 - Budget, Finance and Audit Committee
 - Community Relations / Governmental Affairs Committee
7. **Information Items**
 - **I-1** STEP Virginia
 - **I-2** Medicaid Expansion
8. **Program Highlights and Presentations**
9. **Adjournment**

ACTION ITEMS

February 28, 2019

A-1. Minutes of the Board of Directors Meeting of January 24, 2019

Issue: Board approval of the Minutes of the Board of Directors Meeting held on Thursday, January 24, 2019.

Background: Minutes of the Meeting of Members of the Hampton-Newport News Community Services Board held on January 24, 2019, 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 January 24, 2019.

Enclosure: Minutes of the Board of Directors Meeting held on January 24, 2019.

A-2. Nomination and Selection Committee Recommendation

Issue: FY2020 Board of Director Membership.

Background: Each fiscal year, one of several time-sensitive responsibilities of Members of the Nomination and Selection Committee is to recommend the names of interested citizens to fill upcoming vacancies and reappointments of Members the Board of Directors whose terms are scheduled to expire on June 30th. Moreover, Members of that Committee are tasked with generating a Slate of Officers for the upcoming fiscal year and evaluating the Board's Executive Director.

At its first meeting of this fiscal year held on Wednesday, February 13, 2019, at 4:00 p.m., Members of the Nomination and Selection Committee discussed, among other Committee responsibilities, Board of Director Reappointments scheduled to expire on June 30, 2019, in the cities of Hampton and Newport News. Following Committee discussion and review of the Board Membership Tenure Status Report, it was acknowledged that several Members of the Board were eligible for reappointment in their respective cities. Members of the Committee also reviewed information pertaining to vacancies and Board Pool Membership possibilities.

In accordance with City Council Meeting requirements in the City of Newport News, initial appointments and reappointments take place during the month of March. In efforts to meet this requirement, Members of the Nomination and Selection Committee will seek approval to submit the names of current Members of the Board of Directors whose terms are scheduled to expire on June 30th, to their respective City Councils for reappointment. Please be advised that more

pertinent information will be provided at the Board of Directors Meeting scheduled for Thursday, February 28, 2019, at 5:00 p.m.

ACTION: Board approval to submit the names of current Members of the Board of Directors whose terms are scheduled to expire on June 30th, to their respective City Councils for reappointment.

INFORMATION ITEMS

I-1. 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 insures 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.

Updates: The agency's **Same Day Access**, also known as the **Rapid Access** program, began operating on January 2, 2019. The program accepts walk-ins from 8:00 a.m. until 12:30 p.m. (Monday- Thursday for Adults and Monday-Wednesday for Children). During the month of January, the Rapid Access program received 83 adult walk-ins with 67 of them receiving an assessment on that same day. In some instances, walk-ins chose to leave due to the wait. Of the 67 adults assessed, 76 percent of adults attended their initial therapy appointment in follow-up to the Rapid Access initial intake. The children's Rapid Access program assessed 15 children during the month of January. The program has referred children to therapy services and in some cases, has been able to get the child in to see a psychiatrist on the same day when deemed necessary.

Primary Care screening is required to be implemented by July, 1, 2019, as per the *Code of Virginia*. The DBHDS was provided with initial funding for implementation of Primary Care Screening in January of 2019. The Hampton-Newport News Community Services Board will receive \$325,000. Annually.

Staff have begun to prepare for the implementation of Primary Care Screening. A preliminary meeting was held to discuss how to effectively roll out this requirement. This meeting included nursing and IT leadership staff who discussed the need for increased coordination with primary care physicians and the collection of appropriate data to reflect the agency's efforts to integrate physical health and behavioral health for the people served. As the details of this process are being finalized by DBHDS, the agency is developing a plan to prepare the staff for this next phase of STEP-VA.

I-2. Medicaid Expansion

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

Background: After several years of legislative activity, grassroots advocacy and health care lobbying, Virginia will become the 33rd state to expand Medicaid under the Affordable Care Act. The expansion, which goes into effect Jan. 1, 2019, will increase access to health care for an estimated 400,000 Virginians. About 52,000 people in Hampton Roads will be eligible for the first time, including approximately 13,000 who are living in Hampton and Newport News. We anticipate that a portion of our clients will be eligible for Medicaid with the new guidelines. H-NNCSB served over 4,000 uninsured individuals last year.

Update: As of February 6th, the agency had identified approximately 194 new Medicaid recipients enrolled in H-NNCSB services and 267 former GAP recipients who now have full Medicaid. The IT and Fiscal staff are continuing to work through the list of GAP recipients to determine if there are other former GAP recipients who now have Medicaid. The overall impact of Medicaid expansion continues to be evaluated and we hope to be able to provide a more detailed report in the next few months.

CONSIDERATION ITEM

C-1. Newport News Behavioral Health Docket

Issue: Newport News Behavioral Health Docket.

Background: As reported to Members in the January Board Package, the Newport News Behavioral Health Docket was implemented on July 1, 2018, and has been up and running with the help of a grant received during the month of December in addition to funds contributed by the City of Newport News at the program's onset. The Docket is managed by the H-NNCSB Docket Coordinator and Case Manager in coordination with our stakeholder partners, and under the leadership of Judge Hoffman, Newport News General District Court. The Docket currently served 15 participants and meets on the 2nd and 4th Thursdays of each month.

Members of the Board of Directors for the Hampton-Newport News Community Services Board are encouraged to attend a meeting of the Newport News Behavioral Health Docket for an opportunity to see just how the Docket really works. For your information, the Docket will hold its March Meetings on Thursday, March 14th and March 28th, at 2:30 p.m.

ACTION: Please provide Ms. Mercado with your availability to attend.

PROGRAM HIGHLIGHTS AND PRESENTATIONS

ADMINISTRATIVE

QUALITY MANAGEMENT

Dr. Melanie Bond, Director

The Division of Quality Management and Corporate Compliance (QM) is comprised of seven (7) 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:

Quality Management and Corporate Compliance Division Activities

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 QAIM, Compliance and Standards Manager and QM Director met with the Staff Development and Training Manager on January 10, 2019 to discuss the agency's Behavioral Management policy. The discussion focused on how the agency can align its current practices (Nonviolent Crisis Intervention training) with the agency policy. Short term and preliminary long term goals, as well as an action plan were developed during the meeting.
 - Members of the QM Team including the QAIM, URS, Clinical Documentation Specialist and QM Director met on January 11, 2019 to discuss the logistics of the Comprehensive Needs Assessment which will be implemented at the agency. The QM Team reviewed the corresponding DMAS memo and presentation materials, as well as the FAQ document that was shared with state providers in December 2018 to draft a plan for agency-wide implementation. The QM Team will present the draft to Financial Services and IT leaders to determine how their roles will affect the proposed plan.
 - The QAIM and QM Director met with the Juvenile Forensic Administrator on January 17, 2019. This meeting was to discuss the current intake processes in Juvenile Detention Clinical Services and Juvenile Justice Services and to, specifically, determine a formal process for record keeping for individuals who have not been formally enrolled to the agency for treatment. While QM was able to provide some guidance to Dr. Boyd with regards to Juvenile Clinical Services, the group was unable to determine a plan of action for Juvenile Justice Services. It was decided that more research should be done before Dr. Boyd will be contacting other Psychologists in the region in order to gather some best practice standards in an effort to determine the best course of action regarding the records for assessments and testing materials. The group will reconvene once additional information has been gathered.

- The QAIM met with the Peer Recovery Services Coordinator on January 22, 2019 to discuss the development of policies and procedures for the agency's Peer Recovery Services. The QAIM provided guidance to the Peer Recovery Services Coordinator regarding the content and formatting of the new policies. The QAIM also shared examples of existing program policies and procedures to help guide the Peer Recovery Services Coordinator through the policy and procedure development process. The QAIM tasked the Peer Recovery Services Coordinator with drafting policies for a number of Peer Recovery Services processes including orientation, supervision, documentation and scope of services. The team will reconvene at a later date to review and revise the policy drafts as necessary. Once the policies have been reviewed, the Peer Recovery Services Coordinator will submit them to the QM Director and Executive Director for approval and signatures.
- Members of the QM Team, including the QM Director, QAIM and Compliance and Standards Manager, along with the agency's Deputy Director and HRC staff, to include Dr. Lowe, met on Wednesday, January 23, 2019 to review and provide suggestions for revising the Hampton Roads Clinic (HRC) Orientation Handbook. Members of the HRC staff provided feedback regarding what must be included in the handbook which is distributed to individuals receiving treatment. The Deputy Director and QM Team provided recommendations on how HRC can develop a person-centered orientation handbook. The QM Director and the HRC Therapist will collaborate on this time-sensitive project.
- The QAIM, along with other members of the QM Team attended the monthly Management Team meeting on January 28, 2019.
- The QAIM, URS and QM Director met on January 28, 2019 to discuss the workflow and proposed guidance document for the Comprehensive Needs Assessment (CNA). The CNA Workgroup will reconvene in the next week in order to finalize the process.
- On January 30, 2019, QM participated in the Board Quality Management Committee Meeting by providing the respective Board members with a quarterly quality assurance update and a quarterly compliance and human rights update.

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

- The QAIM and QM Director met on January 2, 2019 to discuss the Comprehensive Needs Assessment (CNA) that will be implemented soon at the agency as a result of DMAS regulations. The meeting involved developing questions to send to DMAS as well as rules for completing the document when the information is rolled out to clinicians.
- The QAIM attended the first HPR-V Quality Leadership meeting of the year on January 9, 2019 in Chesapeake, VA. Quality Management leaders from the region discussed the latest developments with state licensing and DMAS including the implementation of the DLA-20, Same Day Access and the proposed changes to the Comprehensive Needs Assessment. Nathan Woodard, the new Regional Manager with the DBHDS Office of Licensing, was in attendance. Mr. Woodard fielded questions from the QL Committee, from licensing expectations and how to resolve disputes related to corrective action plans, to how to contact Licensing Specialists. Mr. Woodard also informed the committee of upcoming changes to the DBHDS automated

systems and forms. Cathy Starling, Quality Improvement and Risk Management Specialist from DBHDS, also visited during the meeting to discuss general updates at the state level and to answer questions from the regional committee.

- On January 10, 2019, the QAIM and QM Director met to discuss the updates from the recent HPR-V Quality Leadership meeting at Chesapeake Integrated Behavioral Health. The meeting also included a discussion about CNA logistics especially as it relates to completing the document for existing individuals being served.
- Members of the QM Team, met briefly with the DS Director on January 10, 2019 in regards to the quality record review spreadsheet requirements. The QAIM will be contacting the DS Compliance Specialist in order to determine what elements are required for the DS Spreadsheet.
- The QM Team, including the QAIM, QM Director, URS and Clinical Documentation Specialist met with IT and Financial Service Leaders on January 14, 2019 to share the QM proposal to implement the Comprehensive Needs Assessment and to discuss IT's and Financial Services' role in the implementation process.
- On January 14th, 23rd and the 24th, the QAIM, URS and Clinical Documentation Specialist met with the RCSU, PACT and PIR Directors and Managers for Program Improvement Plan (PIP) Reviews. During these meetings, the programs provided updates on their clinical documentation performance. Each program reported improvements in the areas of ISP completion (relevant, attainable goals, measurable objectives and specific interventions, target dates). PACT demonstrated improvements in the provision of care and documentation, including earning a triennial license in November after a follow up licensing review. PIR and RCSU also demonstrated some improvements in regards to the ISP. The QM Team will continue to meet with each program on a quarterly basis to ensure that clinical documentation adheres to licensing and other regulatory requirements.
- During the month of January the QAIM continued to analyze the data from the 1st quarter (FY2019) program-driven record reviews. The program driven utilization review results yielded a compliance percentage of 93% with participation from 15 licensed programs. Trends that were identified during the 1st quarter record reviews included missing or outdated annual documentation, missing scanned documents, missing intake paperwork and late or missing quarterly reviews. The QAIM reported the results to program leadership via memos during the weeks of January 1st and 7th as well as during the monthly management team meeting on January 28, 2019.
- On December 4, 2018, the Compliance & Standards Manager participated in a team meeting with Creative Options Leadership and the legal guardian regarding a consumer's medical needs and corresponding physician orders. Focus of meeting was to explore whether or not the program will be able to comply with the physician orders and to determine if the consumer met the program's exclusionary criteria.

- On January 2, 2019, QM 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).
- QM participated in the agency's Specially Constituted Committee (SCC) quarterly meeting on January 2, 2019.
- On January 18, 2019, QM attended a meeting with Human Resources to prepare for an upcoming VEC Appeal Hearing involving a former employee.
- Human Rights Investigations, Grievances, Serious Injuries/Illnesses and Deaths: During the month of September, 269 incidents were reviewed in Pro-Filer. Out of the 269 total incident reports, 22 were reported in the state Computerized Human Rights Reporting System (CHRIS).
- Southeast Alliance Local Human Rights Committee (SEA LHRC): The SEA LHRC met on January 15, 2019 and was presided over by Mr. Reginald Daye. Mr. Daye informed the committee that the Office of Human Rights (OHR) is now fully staffed, as there are two new advocates that have been hired. Ms. Latoya Wilborne will assume Mr. Prost's former position at SEVTC and Mr. Carlton Henderson will assume Ms. Kastelan's former position and will be the assigned advocate for H-NNCSB. In addition, Ms. Stephanie Nesbitt was introduced as the newest LHRC committee member.

QM met with the committee in closed session to provide the LHRC with a quarterly review of the Behavioral Treatment Plan (BTP) for a consumer. Ms. Roberta Plessinger attended and participated during closed sessions and provided more specific updates and information to the committee. The quarterly report included the clinical efficacy, overall continued clinical necessity, and the effectiveness of the BTP for the individual. The LHRC Committee Members subsequently approved the continued use of the Velcro restraints.

The next SEA LHRC is scheduled for April 16, 2019.

- Corporate Compliance Investigations: There were two Corporate Compliance investigations initiated during this reporting period. One investigation was finalized on December 28, 2018 and was subsequently reviewed and approved by both the Director of Quality Management & Corporate Compliance and the Executive Director on January 4, 2019.
- Authorized Representative Assignments: During this reporting period, five capacity evaluations were completed, all of which warranted a recommendation for an AR assignment. AR appointment letters were subsequently drafted and provided to the Executive Director to review and sign.
- Adverse Outcome and CCC+ Critical Incident Reporting: During this reporting period, the agency continued to complete applicable reporting requirements for both Magellan and for the six MCO's.

- The Medication Error Committee met on January 9, 2019:
 - **Systemic trends/New business:**
 - Review with all nursing staff and applicable program staff (who are responsible for completing incident reports), the differences between medication errors vs. medication incidents, and emphasize the importance of correctly selecting the appropriate category in the incident reporting module.
 - QM-012 was retired for unknown reasons; Committee members unanimously agreed to reinstate the policy. The Pact RN Supervisor, Allison O'Brien and Manager of Comprehensive Outpatient Services, Anne Whitaker will review and update, if applicable, the current policy prior to the policy becoming available again on the intranet.
 - RCSU:
 - Re-evaluate current MAR template, as the current template is antiquated and not used by other programs within the CSB
 - Recommended to file Physician's Orders behind each MAR per individual
 - Look into the use of Doctor First
 - Coordinate with Allison O'Brien/Anne Whitaker for recommendations
 - One ICF (Aberdeen) and one ID Group Home (Cornerstone) will begin piloting the use of electronic MAR's; I.T. currently evaluating this process.

The next Medication Error Committee meeting is scheduled for April 10, 2019.

- During the month of December, the Clinical Documentation Training Specialist conducted Clinical Documentation Basics courses for 11 MH/ARTS staff and five Developmental Services staff. There was one Clinical Documentation Refresher (MH/ARTS) offered in December that nine staff attended.

During the month of January, the Clinical Documentation Training Specialist conducted Clinical Documentation Basics courses for 14 MH/ARTS staff and one Direct Support staff. Approximately 14 Direct Support staff participated in the Refresher class. There were two Clinical Documentation Refresher (MH/ARTS) courses offered in January that 10 staff attended.

- Program Specific Documentation Trainings: There were no program specific trainings conducted during the months of December 2018 and January 2019. However, the Clinical Documentation Training Specialist continued to meet with the PACT Program Manager monthly to review a sample of current ISP's to ensure compliance with writing measurable and person-centered plans. The Clinical Documentation Training Specialist also met with the Program Manager of RCSU to discuss the development of a documentation training specific to the staff that work in an acute program.

- DLA-20 Trainings: Current employees were trained on the DLA-20 in December, 2018. DLA-20 officially went “live” on January 1, 2019. During the month of December, approximately 106 staff (72 youth and 34 adult) were trained in DLA-20. Now that current employees have been trained on the DLA-20, the Clinical Documentation Specialist is shifting focus to ensuring relevant new hires receive the DLA-20 training.

Effective January 29, 2019, the combined version of the DLA-20 course will be provided in an effort to maximize training resources. As of this date, all applicable existing staff and new hires (required to administer the tool) will be trained on both the Adult and Youth DLA-20 tools. The combined course is listed in LMS as “*DLA 20 Youth and Adult*” and has a duration of approximately 4.5 hours.

This combined course is tentatively scheduled to be offered on the last Monday of each month from 8:30am-1pm. It will be the responsibility of supervisors/managers/directors to ensure their respective new hires or existing staff is registered for this class. There are currently 21 staff scheduled to be trained in January.

- SBIRT: In December, the Clinical Documentation Training Specialist traveled to Pennsylvania to become a certified SBIRT Trainer. SBIRT (Screening, Brief Intervention, Referral, and Treatment) is a systems change initiative that is aimed to re-conceptualize, redefine, and redesign how we understand substance abuse problems. The Clinical Documentation Training Specialist is preparing a presentation on SBIRT to present to agency leadership in February 2019.
- Monthly Collaboration Meetings: Each month the Clinical Documentation Training Specialist meets with the Developmental Services Program Specialist to discuss documentation trends and to provide updates to QM regarding changes in documentation requirements, per licensing and other regulatory entities. During this reporting period, Ms. Dohmann and I met with Ms. Shelia Leary, Data and Informatics Manager, to work on integrating ProFiler and WaMs. This is still a work in progress.

➤ **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 QAIM met with the Utilization Review Specialist (URS) for supervision on January 22, 2019. The QAIM provided the URS with updates regarding the Standard Operating Procedures (SOPs), stressing the importance of reviewing the documents in order to provide coverage during the QAIM’s extended leave beginning in February. The QAIM informed the URS that in the coming weeks cross-training will continue and the QAIM will continue to update existing SOPs and develop new ones as needed. The meeting included an ongoing discussions about updating utilization review spreadsheets, review of DMAS and licensing regulations and the URS role in reviewing new agency forms such as the DLA-20 and Comprehensive Needs Assessment (CNA) and Rapid Access workflows.
- On January 15, 2019, The Compliance & Standards Manager facilitated a training for Terrace Place staff entitled “*Incident Reporting*”.

- On January 15, 2019, The Compliance & Standards Manager met with Mr. Reginald Daye (Office of Human Rights) to review his “Look-Behind Audit” findings.
- The Compliance & Standards Manager facilitated a training for PATH Homeless Services staff entitled “*Respecting Boundaries and Dual Relationships*” on January 25, 2019.
- Peer Recovery Services welcomed Nikki Sedgwick, Peer II to the PACT Team, LaKeisha Upfold, Peer I to the Rapid Access Program, and Peer I Linda Moore to the Mobile Crisis Response Team. Our team count is now at 20 members.
- The Peer Recovery Coordinator (PRC) attended the Bridges Out of Poverty Training on December 4th presented by the Targeted Communities Technical Assistance Center in partnership with The George Washington University Center for Rehabilitation Counseling Research and Education. Bridges out of Poverty is a uniquely powerful tool designed for social, health and legal services professionals. Based in part on Dr. Ruby K. Payne’s myth-shattering *A Framework for Understanding Poverty*, Bridges reaches out to millions of service providers and businesses whose daily work connects them with people in poverty and helps support and redesign programs to better serve the people you work with, build skill sets for management to help guide employees, upgrade training for front-line staff like receptionists, caseworkers and managers, improve treatment outcomes in healthcare and behavioral healthcare, and increase the likelihood of moving from welfare to work.
- Three (3) Peer Staff members have successfully met the qualifications for recertification as Peer Recovery Specialists, and three (3) Peer Staff are scheduled to take the certification exam.

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*
 - The Compliance & Standards Manager attended and participated in facilitation of the Human Rights Regional Consortium training entitled “*Train the Advanced Directives Champion*” at WTCSB on December 6, 2018.
 - The Bright Beginnings Peer Team led a successful Toys for Tots toy drive during the Christmas season.
 - The PRC attended the NAMI Hampton-Newport News Business Meeting and Christmas Party on December 10th.
 - The PRC and multiple Peer Staff attended the Consumer and Family Member Advisory Council meeting on December 14th.

- The PRC attended the December meeting of the Governor’s Commission on Opioid and Addiction on 19th held at the General Assembly Building in Richmond, VA.
- The PRC attended the Virginia Association of Addiction Professionals (VAAP) ASAM Condensed Workshop on January 11, 2019.
- The PRC attend the Peninsula Community on Opioid Response (PCOR) meeting on January 17, 2019.
- The PRC attended the statewide Virginia Recovery Initiative (VRI) meeting representing Region 5. This meeting is composed of Peer leaders throughout the state who work to identify and implement recovery focused initiatives in Virginia and it is overseen by the DBHDS Office of Recovery Services.

COMMUNICATIONS & BUSINESS DEVELOPMENT

Sherry Hunt, Director

Strategic Objective #2: Pursue further revenue diversification and expansion of services, supports and prevention activities so that H-NNCSB can improve the quality of life for the individuals, families and communities we serve.

- **Strategic Initiative #2A:** *Develop and expand marketing, public relations, grant writing and advocacy functions within H-NNCSB.*
 - ***Develop and expand marketing, market research, and branding functions within H-NNCSB.***
 - Recorded Round Robin segment in which I provided information on the programs and services offered by the H-NNCSB on January 31, 2019.
 - Attended Hampton’s Community Leaders Breakfast on January 25, 2019, and provided input on Hampton’s 2040 Community Plan Update.
 - ***Develop and expand public relations and communications functions within H-NNCSB.***
 - The division facilitated agency participation in the following Community Engagement Activities:
 - Attended NAMI Christmas Open Meeting on December 10, 2018.
 - Attended Community Builder’s Network meeting on December 13, 2018, in which the new officers were installed.
 - Facilitated our participation in the Midtown Town Hall Meeting on December 13, 2018 in which staff from the Youth and Family Division provided updates on our programs and services.
 - On December 14th and 15, 2018, participated in the Healthcare and Medicaid Mega Enrollfest to share information about our agency and help to encourage individuals to enroll in Medicaid.

- Attended Consumer and Family Member Advisory Council meeting on December 14, 2018 and provided legislative information along with an update on agency community engagement.
- ***Develop and expand advocacy and lobbying efforts with communities and government stakeholders.***
 - On December 3, 2018, met with Synethia White from the Hampton Office of Youth and Young Adult Opportunities to discuss ways in which the H-NNCSB could become involved in The Rapid Engagement of Support in the Event of Trauma, or R.E.S.E.T. program, which was designed to inform residents about the help and resources available to community members following a homicide.
 - On December 5, attended Stakeholder meeting for DBHDS Strategic Planning Process discussing and providing input on DBHDS' draft strategic goals, measurements, and metrics to help meet the goals.
 - Attended Jacqueline and Jilly Movie Screening and engaged with other community leaders around the opioid epidemic plaguing our community on December 9, 2018.
 - Attended and co-facilitated Mental Health Working Group on Gathering Community Resources with our partners from EVMS and VA Medical Center on December 11, 2018.
 - Attended meeting with Senator Monty Mason on December 19, 2018 to discuss our budget priorities leading into the General Assembly session and to solicit his help in submitting legislation to change the code which addresses the competency report and unrestorably incompetent defendants.
 - Attended Public Hearing on the Governor's Proposed Amendments to the Biennial Budget and provided testimony on the agency's budget priorities on January 3, 2019.
- ***Develop and expand business development activities***
 - Held meeting with key staff on January 11, 2019 to develop an application and process for programs to use in requesting Give Local 757 Funds. Rolled out process to the Management team at the January Management Team meeting.
 - On January 16 and January 28, 2019, attended webinar and training session on Give Local 757 fundraising in preparation for the kickoff of the agency's 2019 campaign.

Recurring Meetings Attended

- *Facilitate Community Engagement Committee Meetings*
- *Peninsula Community Opioid Response (PCOR) Committee meetings*
- *Coordination of Services meetings*
- *VACSB Public Policy Conference*
- *Consumer & Family Member Advisory Committee meetings*
- *Community Criminal Justice Board (CCJB) Committee meetings*

PREVENTION SERVICES

Nikki Bacilio~High, Program Manager

- Prevention Services community engagement opportunity included:
 - Smart Beginnings Trauma informed Community Network Committee meeting Invitation
 - Newport News Active Lifestyle Senior Program Medication Lock Box Dissemination
 - Attended and provided information for the Newport News Public Schools RISE event
 - Serve on the Peninsula Committee on Opioid Reduction (PCOR) Subcommittee for Community Awareness & Education's grant proposal committee.
- To date the Prevention Services Educational, information dissemination and community based strategies have served 1,273 youth and 387 adults. We have provided Mental Health First Aid training for H-NNCSB staff, Counseling and Pharmacy students at Hampton University.
- Opioid Awareness Media Campaign reaching 358,726, views in Hampton and Newport News that includes:
- A Public Service Announcement airing at the Hampton Cinema 24 and The Regal Theaters in Newport News.
- VAStop.org Education and Awareness website
- Digital billboard messaging on I-664 and 64.

HUMAN RESOURCES

Kimberly Thompson, Director

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 #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 October and November there were 30 new hires; 28 full-time, 4 part-time and 1 volunteer. The new hires by division included:

Division	# of New Employees
Adult Clinical Services	2
Adult Outpatient Services	3
ARTS	5
Crisis Services	1
Developmental Services	7
Financial & Property Mgmt.	2
Human Resources & Training	0
Communication and Business Dev.	0
Office of the Executive Director	0
Youth and Family Services	10

○ **Employee Engagement:**

In December, the Human Resource and Training Division delivered holiday cards and candy to all directors, programs and department. We thanked them for their service and wished them and their families a happy holiday season. (1G)

○ **Open Enrollment:**

The new benefit plan year began on January 1, 2019. All open enrollment changes requested by employees were made. Anthem, our medical insurance provider, implemented a new computer software program for the new plan year. This change on their part has caused some coverage concerns for our employees. We have been actively working with Anthem as they resolve this concerns. (1G)

2. **Training Services**

○ **Staff Development and Training Statistics:**

- 8 New Employee Orientation sessions were conducted during this period with 36 new employees welcomed and oriented to the Agency.
- 3356 online courses in 57 unique subjects were completed by staff.
- 29 unique classroom courses were offered with 732 staff participating.

○ **Suicide Prevention and Intervention Training Programs:**

- An Applied Suicide Intervention Skills Training (ASIST) was held in December 2018 with 9 participants from within and outside the Agency.
- A Mental Health First Aid - Adult session was held in December 2018 with 8 participants.
- A Mental Health First Aid – Adult session was held in January 2019 with 27 in attendance with the majority of the participants from the Hampton University School of Pharmacy. (1G)

3. Committee Updates

- **Wellness Committee:**

In 2018 we began select healthy food vendors to be on site to promote healthy lunch options. We now have a vendor on campus every day of the week in various locations. The vendors are: Scorpios Deli, Deli Basket, and Salad Creations.

The wellness committee worked with our vending machine company to replace some of the less healthy items with a variety of options to include healthier snack options.

We continue to promote our wellness incentive: All employees covered by one of the Anthem medical plans offered by H-NNCSB are eligible to participate.

In 2018, employee earned \$50 for having an annual physical/examination with their primary care physician and returning a verification form. 61 employees earned \$50. The same incentive will be offered in 2019. (1G)

- **Financial Wellness Workshops:**

Our VALIC representative, Cheri Coleman will be onsite in February for a financial wellness workshop, “Conquering Student Loan Debt”. (1G)

OFFICE OF PROJECT DEVELOPMENT

Joy Cipriano, Director

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 H-NNCSB can improve the quality of life for the individuals, families and communities we serve.*

OPRD Objective: *To expand the availability of and access to decent and affordable housing for individuals and families served.*

- **KEYS Expansion:** H-NNCSB was approved for an

expansion of the regional KEYS Program to provide independent housing for people discharged from state hospitals. The new portion allows for an additional target

group - those discharged from local and regional hospitals

who have extensive histories of institutionalization, in addition to the existing target of those discharging from state institutions. An unusual factor, it recognizes the need for administrative staff support – in particular by funding a Property Management Assistant to perform the extensive property management requirements of the housing program. We are preparing to advertise for this position shortly. This expansion will

bring the various DBHDS funded H-NNCSB Permanent Supportive Housing programs up to \$1.4 million

annually in FY2020. This expansion supports an



additional 22 individuals to obtain and maintain independent housing of their choice on the Peninsula. Currently, we have housed 36 individuals, including Williamsburg, York County, Gloucester, Hampton and Newport News. The majority of people housed – 28 – are H-NNCSB consumers.

- **Road2Home**: As part of the state SAMHSA – CABHI grant (Cooperative Agreements to Benefit Homeless Individuals), the H-NNCSB was awarded funding for Permanent Supportive Housing, separate from the clinical activities allowable under CABHI. The purpose of CABHI is to increase capacity to provide accessible, effective, comprehensive, coordinated, integrated, and evidence-based treatment services; permanent supportive housing; peer supports; and other critical services. However, it does not actually allow for paying for the Permanent Supportive Housing. Although the CABHI portion of Road2Home is scheduled to end in September, the expectation of the state is that H-NNCSB and Norfolk CSB will continue to provide the supportive housing. To date, 113 individuals have been housed through Road2Home.
- **Public Housing Waiting Lists**: Provided information to staff and consumers on the opening of the Williamsburg Public Housing Waiting List in February. While most of the individuals we serve live in Hampton or Newport News, some either want to live elsewhere or are from other areas. Our KEYS program is one example of a regional housing program where we assist individuals in obtaining housing throughout the region.
- **Housing and Support Services (HSS) Initiative (DBHDS/VHDA)**: Housing for individuals with DD Waiver or on the DD Waiver Waiting List. As of December 3, 2018, the Peninsula has successfully assisted 35 individual in the DOJ Settlement Target to obtain independent housing. 11 of the 35 are from the H-NNCSB. The Peninsula Team has the highest number of individuals housed at the present time throughout the state and H-NNCSB has the highest number of people housed on the Peninsula Team.
- **Mainstream Vouchers for Nonelderly Disabled**: Worked with the Newport News Redevelopment and Housing Authority (NNRHA) to develop grant proposal that provides housing vouchers for people not currently on the extensive and lengthy waiting list – if those individuals are in a residential treatment facility or other institutional setting or who are homeless. The NNRHA was awarded 45 vouchers valued at \$353,295 annually. H-NNCSB submitted applications for individuals in SEFP and the Shelter Plus Care program. NNRHA has just begun the voucher allocation process. We know that one H-NNCSB consumer has been approved to date.
- **Homeless Day Service Center (Four Oaks Day Service Center)**: This project has been a major activity for Joy for many years – decades in fact. Day time access to services for homeless individuals and families has been a missing service component on the Peninsula – particularly in Newport News where the largest homeless



population exists. After many years of looking for an appropriate site, the City agreed to pursue the vacant Marine Corps Reserve Center on Warwick Boulevard. Joy assisted in identifying the site, evaluating it for appropriateness, writing parts of the narrative for submission to the federal government, responding to inquiries and questions from the GSA, was on the committee that wrote a Request for Proposal for Administrative Oversight, the review committee and the partnership council. The Day Service Center provides showers, lockers, mail, phone, computer, clothing, household items and food. It also provides office space for partnering agencies to provide on-site services and programs. The H-NNCSB has one office at the center and outreach staff from PATH and Road2Home NN Outreach have scheduled site/office availability in addition to drop-in times. The center is currently seeing about 34 individuals daily, including H-NNCSB clients.

- **Housing Choice Vouchers:** Due to the efforts of Dottie Holmes, Property Manager, 11 H-NNCSB clients have been awarded Housing Choice Vouchers following their tenancy at Bay Port Apartments or Dresden Apartments. Her advocacy on the part of the residents allows these individuals to move anywhere that accepts vouchers. This can occur when NNRHA has a voucher available and Dottie has made the appropriate referral. If one tenant in H-NNCSB apartments receives their own Housing Choice Voucher, another person has an opportunity to obtain housing in one of these complexes with the Project Based Vouchers. The value of these 11 vouchers together is about \$86,500 annually benefiting H-NNCSB consumers.

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

- **Recent Local and State Event Participation:**
 - “Pursuing Housing Success” State PATH Conference: Presenter on the topic “Finding and Keeping Permanent Supportive Housing Units”, February 7, 2019. The conference brought together outreach staff and housing staff across the state.
 - Member (one of 3 non-jurisdictional representatives) of the Peninsula Mayors and Chairs Commission on Homelessness – working with 6 jurisdictions to reduce and end homelessness on the Peninsula as well as garnering new and expanded resources for the Peninsula. The new Homeless Day Service Center is one such activity. Although supported by the City of Newport News, the Day Center was a key objective in the Greater Virginia Peninsula Ten Year Plan to End Homelessness. Objective – Met!
 - Provided housing and property management training for Richmond Behavioral Health’s regional Housing Coordinator, January
 - Greater Virginia Peninsula Homelessness Consortium: reviewed and edited the Annual Report.
 - Participated in the state Housing the SMI Population Strategy Group. This initiative has resulted in a 2019 report to the General Assembly by the Department of Housing and Community Development on Strategies to House Individuals with Serious Mental Illness. This report describes the results of the work we've been

doing at the state and local level over the past year and makes recommendations on policy and funding strategies needed to address the unmet need for PSH for this population.

- Attended Virginia Housing Development Authority (VHDA) Annual Meeting which included housing advocacy on behalf of individuals with behavioral health conditions.
- Attended VHDA Multifamily Advisory Council which have been focusing on requirements around Low-Income Housing Tax Credit developments – Dresden Apartments and New Phoenix Village are two such properties. We have been advocating for a wider definition of allowable applicants for the units set-aside for the disabled for application points. Currently, the allowable applicants for these units are only those in the DOJ Settlement. We have pushed to have any person with a disability meet the criteria since those in the DOJ Settlement have not applied for the units in the numbers forecasted.
- Organized and presented at the Employment and Independent Housing Forum at VersAbility in January as the team lead for the Peninsula Housing and Support Services Initiative. Joy’s presentation was on the Flexible Funding Grant, a DBHDS grant to assist individuals who have the DOJ Settlement targeted housing vouchers obtain independent housing with security deposits, utility deposits, initial furnishings and household items and to reduce any barriers to obtaining housing, such as paying housing related debt to other landlords or utility companies.
- Attended the monthly Interagency Partners meeting at the Four Oaks Day Service Center for the Homeless in Newport News, January and February.



➤ **Strategic Initiative #2B:** *Maintain 3rd party payers, expand and maximize current revenue sources:*

- **Current Grant Chart:** The following are grants that the Office of Property and Resource Development write, maintain compliance, and report.

Source	Name	Current Total Annual Award	Duration	Clients/ Beds	Portions of Staff Positions Supported	NOTES
Federal	Safe Harbors	\$ 293,280	1 Year	22	6	31 People Assisted Last Year
	Onward	\$ 191,183	1 Year	14	5	17 assisted last year
	Shelter Plus Care	\$ 115,630	1 Year	16	1	26 assisted last year
	HUD Service Coordinator	\$ 129,921	1 Year	48	1	serves all residents at New Phoenix Village
	FEMA - HPT/NN	\$ 4,745	1 Year	8		This grant greatly fluctuates from year to year - depends on bed usage
State/Reg	VHSP-Emergency Hsng	\$ 42,000	1 Year	42		Emergency Housing - Adams Woods
	PATH (state passthru)	\$ 96,784	1 Year	180	2	325 individuals outreached last year
	DBHDS - PSH (KEYS/R2H)	\$ 1,116,914	1 Year	88	5	FY20 - \$1,431,566
	KEYS - expansion #2	\$ 157,326		22	3	new expansion
	R2H (state subcontract) Team	\$ 967,070	3 Years	120	12	Outreach contacts 120/yr, 55 enrolled/housed/yr - to end Sept 2019
	DRPT 5310 (state passthru)	\$ 165,000	1 Year			accessible vehicles- 3 new for upcoming year - 20/80 split (132,000+33,000)
	HSS - Flex Funding	\$ 288,500	Till Spent	32	0	ID/DD Waiver or Wait List ONLY - \$27,500 added for ECT corrected
	MH Housing Funds - 1x only	\$ 140,000	Till Spent			obtain/maintain housing/training curriculum - Balance \$44,563
	NAP	\$ 58,000	1 Year			\$37,700 in Credits for \$58,000 in donations
	TOTALS	\$ 3,766,353		592	35	the number of clients/beds/positions can be duplicated

○ **Recent cost savings or expansion of resources:**

- Negotiated a new **lease for HPR-V Reinvestment at Pinewood Plaza** that maintains the current rent rate for one year without escalation, then escalates only 2% the following 2 years.
- Continuum of Care Grants were approved for one year renewals for **Safe Harbors, Project Onward and Shelter Plus Care**. We write, submit and oversee compliance for these 3 grants. Altogether they equal \$600,093 for one year of funding. They support housing for approximately 71 individuals a year who are chronically homeless and who have behavioral health conditions. In addition to expanding the resources available for H-NNCSB consumers, stable housing for homeless individuals also allows the individuals to apply for and obtain benefits, such as Medicaid and SSI/SSDI – which in turn means that their services are billable and they are no longer “uncompensated care” to the CSB.
- **Tenant Texting System**: We purchased for Property Management a texting system that allows for a wide variety of messaging for tenants in various housing programs and properties. In addition to communicating important safety and health items, such as serious or inclement weather, the system allows for monthly reminders for tenants to pay their rent, thereby reducing rent receivables or unpaid rent.

➤ **Strategic Objective #3:** *Celebrate and communicate 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.*

○ **Recent Local and State Organizational Participation:**

- Greater Virginia Peninsula Homelessness Consortium: Jennifer Small attends monthly membership meetings, Homeless Management Information System meetings, and monthly Project Monitoring Committee meetings.
- Participated in the **Housing the SMI Population** resulting in DHCD's 2019 report to the General Assembly on Strategies to House Individuals with Serious Mental Illness. This report describes the results, particularly through the KEYS Program, outcomes and experiences and makes further recommendations. At the present time H-NNCSB has successfully assisted the greatest number of individuals in moving to

Direct Discharges to PSH by State Facility to Date					
Hospital/ PSH Program	2016 D/C	2017 D/C	2018 D/C	2019 D/C	Total D/Cs to PSH
Catawba	0	0	11		11
Blue Ridge	0	0	11		11
CSH	0	2	8		10
D19	0	0	2		2
Fairfax	0	0	1		1
Henrico	0	0	3		3
Norfolk	0	1	0		1
RBHA	0	1	2		3
ESH	4	13	20		37
Hampton NN	3	8	12		23
Norfolk	1	5	6		12
Virginia Beach	0	0	2		2
NVMHI	0	2	14		16
Arlington	0	1	5		6
Fairfax	0	1	6		7
Pathway Homes (non CSB)	0	0	2		2
Prince William	0	0	1		1
SWVMHI	0	1	9		10
Mt. Rogers	0	1	9		10
WSH	0	9	10	1	20
Hampton NN	0	0	1		1
Rappahannock - Rapidan	0	0	4		4
Region Ten	0	9	4		13
Valley	0	0	1	1	2
SVMHI	0	0	5		5
Danville-Pittsylvania	0	0	5		5
Grand Total	4	27	77	1	109

Permanent Supportive Housing (PSH) directly from state hospitals over the past 3 years. Across the state: 22% of all direct discharges from state hospitals to PSH came from the H-NNCSB. In 2016 there were only 2 CSBs with PSH funds, but in 2018, there were 16 entities with PSH funds.

- Participated in DBHDS's SystemLEAD (a leadership development program for staff from DBHDS and CSB systems) team's examination on the use of PSH for individuals leaving state hospitals and produced a report named the "Capstone Project", which examines some of the barriers to discharge to PSH and strategies to overcome those barriers.
- Attended Consumer and Family Member Advisory Council – report at each meeting on updates concerning housing and homelessness as a requirement of HUD grants.
- Participated in and provided input into the Virginia Department of Housing and Community Development Action Plan for Virginia, February, 2019.
- Participated in the state Campaign to Reduce Evictions (CARE), which has resulted in legislation authorizing pilot projects, including Hampton, to initiate various best practices which are most likely to reduce the number of evictions. Past evictions are major barriers for H-NNCSB consumers when attempting to obtain housing.
- Housing and Support Services (HSS) – Peninsula Team: This team works on the housing initiative under the state DOJ Settlement to assist individuals obtain and maintain independent housing. The individuals must be adults with I/DD Waiver or on the Waiver Waiting List and they may not obtain housing where parents or grandparents are household members. Joy has been the team lead since 2015. The team includes representatives from various CSB Developmental Services programs and private providers, along with a DBHDS Housing Coordinator. H-NNCSB has assisted the largest number of individuals to obtain independent housing in HPR-V.

Board Member Presentation

As advised during the January 24th Board of Directors Meeting, Members of the Board of Directors will have the opportunity to view a Presentation by Mrs. Sherry Hunt, Director of Communications and Business Development, and Mrs. Nikki Bacilio-High, Manager of our Prevention Services department, on how your CSB provides ***“Community Engagement and Prevention Services”***.



MEETING OF THE BOARD OF DIRECTORS

**Thursday, January 24, 2019, 5:00 p.m.
CSB Campus Board Room, 2nd Floor**

- Present:** Mrs. Venerria Thomas, presiding; Mr. Bond, Mr. Bowman, Councilman Brown, Mrs. Dahlen, Mrs. Owens, Sheriff Roberts, Mr. Supler, and Dr. Williams Hunt.
- Staff:** Mrs. Christian, Dr. Cunningham, Mrs. Bacilio-High, Mrs. Barnes, Dr. Bond, Ms. Cipriano, Mr. Crisp, Mr. Deisch, Mr. Dudley, Mr. Green, Mrs. Hunt, Mrs. McCarthy, Mr. McGee, Ms. Newlon, Ms. Thompson, Ms. Whitaker, and Ms. Mercado.
- Guest:** Ms. Ruth Molyne.

CALL TO ORDER

Members of the Board of Directors for the Hampton-Newport News Community Services Board held a Board Meeting on Thursday, January 24, 2019, at 5:00 p.m. In the absence of Mr. Thomas Morehouse III, Board Chair, who was ill, the meeting was called to order at 5:05 p.m. by Mrs. Venerria Thomas, Vice Chair, who welcomed Members of the Board, guests, and staff to the first Board of Directors Meeting of the New Year for the Hampton-Newport News Community Services Board.

REMARKS OF THE CHAIR

Mrs. Thomas thanked Members of the Board who were able to make the meeting even though the torrential rains of the day. She reminded Members that a quorum was needed in order that Members may address a very important Action Item to be presented by Members of the Budget, Finance and Audit Committee regarding the FY2020 Proposed Budget Assumptions. She also provided the names of Board

Members who had communicated their inability to attend the meeting that evening due to illness, or other matters of concern; namely, Mrs. Pixie Killebrew; Mr. Thomas Morehouse, III; and Mrs. Mary Stewart. Mrs. Thomas also acknowledged the recent passing of Councilman Brown's mother, Mrs. Antoinette Brown Smith, and shared that information regarding funeral arrangements had been forwarded to Members of the Board by email correspondence earlier in the day. Respectfully, Members of the Board held a Moment of Silence in honor of the life of Mrs. Antoinette Brown Smith.

INTRODUCTION OF GUESTS

Mrs. Ruth Molyne was the only guest introduced to Members of the Board at the meeting.

PUBLIC COMMENT

No Public Comment was received from Members of the audience.

ACTION ITEMS

A-1.

The First Action Item of the evening was related to Board Member acceptance of the Minutes of the Board of Directors Meeting held on Thursday, December 20, 2018, which were provided to Members in their January 2019 Board Package.

Action

There being no comments or corrections made by Members of the Board, the Minutes of the Board of Directors Meeting held on Thursday, December 20, 2018, were accepted as presented.

A-2.

The Second Action Item of the evening came as a recommendation from Members of the Budget, Finance and Audit committee. Mr. Timothy Supler, Committee Chair, reported that Members of the Budget, Finance and Audit Committee met on Tuesday, January 22, 2019, at 4:30 p.m. to review, among other items, the FY2020 Proposed Budget Planning Assumptions and Budget Development Calendar Presentation which was made by Mrs. Raymona Barnes, CSB Controller. Members of the Board were informed that a copy of the Presentation had been provided in their Red Folders for their convenience.

Mr. Supler continued that during the Presentation, Members of the Budget, Finance and Audit Committee were provided with Key Areas of Focus which included maximizing revenue and responding effectively to changes in the operating environment; Medicaid Expansion and changes in payor regulations and billing processes; applying resources to strategic areas that improve provision and access to behavioral healthcare, such as the continued implementation of STEP VA as required by the *Code of Virginia*, to name a few.

Members of the Board of Directors were advised that Mrs. Barnes also provided Members of the Budget, Finance and Audit Committee with the Expected Fiscal Environment along with Items to be considered in the development of the Budget by the Executive Leadership Team. These items included Strategic Plan Initiatives, Staff Compensation, Program Revenue, Operating Expenses and Investments, such as maintaining Administrative Costs, funding an additional \$500,000 to the CSBs Operating Reserve, the funding of necessary facilities maintenance, and exploring cloud based Information Technology systems, as well as the plan to upgrade the CSBs Electronic Health Record system.

Mr. Supler announced that the Committee was made aware of Other Unfunded Needs of the CSB which included sustaining certain programs where the costs exceed the reimbursement rate; the CSBs response to State Initiatives regarding hospital discharges; Expenses due to the administration of Regional Programs; Capital Requirements for CSB vehicles and equipment, and as mentioned earlier, the costs of planning for upgrading the Agency's Electronic Health Record. Furthermore, it was stated that Members of the Budget, Finance and Audit Committee were provided with a timeline for the FY2020 Proposed Budget which spans from Board approval of the Plan that evening through May 2019.

Action

There being no additional questions or discussion, Members of the Board of Directors approved the FY2020 Proposed Budget Planning Assumptions and Budget Development Calendar, as presented.

BOARD STANDING COMMITTEE REPORTS

Community Relations/ Governmental Affairs

Mrs. Beatrice Dahlen, Committee Chair, reported that Members of the Community Relations / Governmental Affairs Committee held a meeting on Monday, January 14, 2019, at 4:00 p.m. in the CSB Campus Board Room. She noted that at the meeting Members reviewed matters of the Virginia General Assembly, the Dept. of Behavioral Health and Developmental Services, and Local Initiatives; and were also updated on Board Member Events to consider as well as an update from the National Alliance on Mental Illness (NAMI). She shared that a full report of the Committee meeting had been provided for Members of the Board in their Red Folders.

In her effort to provide Members of the Board with a few highlights from the meeting, Mrs. Dahlen communicated that Mrs. Sherry Hunt, Director, Communications and Business Development, reported on their latest meeting held with Senator Monty Mason which was scheduled on December 19th to provide the Senator with upcoming CSB budget priorities. She stated that Mrs. Hunt also provided the Community Relations / Governmental Affairs Committee with an update on the 2018-2020 Budget Amendment Public Hearings which were held right after the New Year on January 3, 2019. Mrs. Dahlen elaborated that CSB staff presented some items for Members of the General Assembly to consider while at the 2018-2020 Budget Amendment Public Hearings regarding the inclusion of an additional \$15M this year to implement the STEP VA Model. Along with this request staff also advocated for continued support for CSB funding, Supportive Housing, and the initiation of Priority 1 Waiver Slot funding in the area of Developmental Services.

Mrs. Dahlen continued her report noting that Mrs. Hunt also confirmed the start of the FY19 Virginia General Assembly Session for Members of the Committee, which commenced on January 9, 2019, and will be a short Session to discuss amendments to the existing budget. Mrs. Hunt also shared with Members of the Committee a copy of the January 9th, Edition of the VACSB Legislative Update which Mrs. Hunt would begin sending to Members of the Committee for the remainder of the Virginia General Assembly Session. Members of the Board of Directors were advised that it was also suggested that Members of the Community Relations / Governmental Affairs Committee sign up to receive legislative updates

from the National Alliance on Mental Illness (NAMI) to have an idea of other advocacy groups who are supporting the same bills. Additionally, under the idea, “the more voices, the better, it was announced that Members be aware of a Survey sent out by Senator Mason which Members were asked to complete and return.

During her report Mrs. Dahlen also remarked that the Committee meeting progressed with an update from Dr. Daphne Cunningham, Deputy Director, regarding the new Rapid Access process for both adults and children provided on the CSB Campus. Members were instructed that CSB staff are also working on the CSBs Wait List, as they continue to operate the telephone line for the program, and have been providing customers with additional information on the CSB website. It was also announced that staff are keeping abreast of individuals who are transitioning from the Governors Access Program (GAP) as well and seeking ways to internally support those without Medicaid who are seeking CSB services.

Furthermore, Mrs. Christian inserted that the while its anticipated the CSB will lose approximately \$500,000 due to the Department’s calculations of anticipated Medicaid Expansion funding this fiscal year, there is language in the Governor’s budget that Dr. Melton, Commissioner of DBHDS, may request that funding removed from THE CSBs be returned to them. In the area of the Department’s anticipated Regional Structure Changes, the VACSB and THE CSB Executive Directors continue to meet with Dr. Melton to discuss the regional structure of CSBs in regards to the STEP Virginia implementation. The next meeting with the Commissioner is scheduled for February 14, 2019. That being reported, Mrs. Christian mentioned that the 2nd step of STEP-Virginia model is “Primary Care Screening” due to be implemented by July 1, 2019.

Mrs. Dahlen also reported that Members and staff of the Community Relations / Governmental Affairs Committee also discussed the *Re-Set Program* in the City of Hampton. More specifically, it was reported that the Rapid Engagement of Support in the Event of Trauma (*RE-SET*) Program was started by a group of Pastors and is overseen by Asst. City Manager, Steven Bond. She announced that the Program consists of Volunteers from the community who engage with people after a homicide in efforts to offer support materials that are restorative in nature. Members of the Committee were also advised that the Program had become so popular that now Volunteers call into 311 to provide support as soon as they hear something on the News. Mrs. Dahlen inserted that CSB staff informed her Committee that the CSB had reached out to the Program Director of Re-Set to offer assistance to the Program.

In closing, on behalf of Members of the Community Relations / Governmental Affairs Committee, Mrs. Dahlen asked that Members of the Board feel free to join the next Committee Meeting on **Monday, February 25, 2019, at 5:00 p.m.**

Strategic Planning At the request of the Mrs. Thomas, Vice Chair, Councilman Steven Brown, Committee Chair, provided Members of the Board of Directors with the Committee Report of Members of the Strategic Planning Committee. Councilman Brown reported that Members of the Strategic Planning Committee held their first meeting of the Fiscal Year on Wednesday, January 16, 2019, at 4:00 PM, in the CSB Campus Board Room, where Plan Monitoring Updates were received from CSB Staff with regard to the 2017-2021 Strategic Plan for the Hampton-Newport News Community Services Board. He assured that a full report of the meeting could be found in the Red Folders of Members of the Board.

Since the last Committee meeting was held approximately six months ago, Councilman Brown advised that for Board of Director information, Members of the Strategic Planning Committee schedule meetings on a biannual basis to receive updates from staff regarding the Board approved *2017-2021 Strategic Plan* for the Hampton-Newport News Community Services Board. He elaborated that Meetings of the Committee had been scheduled in this way to keep the Plan a living process, and that the Committee's last meeting was held on June 6, 2018, which was reported at the Board of Directors Meeting held on June 21, 2018.

That being provided, Councilman Brown continued noting that more specifically, Members of the Strategic Planning Committee received a summary from Dr. Melanie Bond, Director of Quality Management, who provided Members with updates to 3 Strategic Objectives along with their Division and Program Goals and Status. In her presentation, Councilman Brown noted that Members were also provided with specific updates by Division Directors with regard to their individual accomplishments or concerns regarding goals set for each Division represented. To that end, he pointed out that the current Progress Report included grants received by both the **Hampton Roads Clinic (HRC)** to expand access Methadone Treatment Services, as well as the **Project Link Program** for pregnant and postpartum women which is a 3-year State Pilot Grant. Additionally, Councilman Brown included that Dr. Bond shared several areas of the Information Technology perspective which were on target, adding that the department also completed the upgrade of its Great Plains system.

Councilman Brown also shared that Members of the Strategic Planning Committee received updates on the Rapid Access Process, were informed of the Newport News Behavioral Health Docket which was implemented and had been up and

running for the past month due to the work of four CSBs that work collaboratively with the Hampton Roads Regional Jail. Additionally, it was mentioned that Committee Members received updates regarding Youth and Family Services, Crisis Services, and Developmental Services at the Hampton-Newport News Community Services Board.

Finally, Councilman Brown remarked that in efforts to keep the CSB in the forefront of the communities we serve, and thanks to Mrs. Sherry Hunt, Director of Communications, and Business Development, along with greater CSB media presence, the Agency participated in the *Local 757 Fundraiser* for the first time last year which raised \$10,000. It was added that the Fundraising Committee came up with a plan on how to utilize these funds as it rolls into the *Local 757 Fundraiser* for the coming year. There being no additional questions or other information to be shared, Councilman Brown confirmed that Members of the Strategic Planning Committee scheduled their next meeting for **Wednesday, June 5, 2019, at 4:00 PM, and** asked that Members of the Board mark their Calendars to attend the next meeting.

Budget, Finance & Audit

Mr. Timothy Supler, Committee Chair, reported that along with the Action Item presented earlier in the meeting, Members of the Budget, Finance and Audit Committee completed their monthly review of the Financial Statements and Operating Results through November 30, 2018, for the Hampton-Newport News Community Services Board and its entities; namely the H-NNCSB Property Company, Inc., Share-A-Homes of the Virginia Peninsula, and the Trust for Disabled Person.

It was also communicated by Mr. Supler that during the meeting, Mrs. Raymona Barnes, CSB Controller, presented that the H-NNCSB currently holds a cash Operating Reserve of a little more than \$2M. However, based on the anticipated reduction in State General Grant Funds this fiscal year, the CSB will not fund an additional Operating Reserve for the 2018 year. He continued that Members of the Committee were provided with Cash Balance Projections for the CSB and Region and were informed that through the month of November 2018, the CSB earned revenue was at 86% of the monthly budget. Mr. Supler stated that Mrs. Barnes provided a review of the CSB Aged Accounts Receivables, Unbilled Services, and noted that Employee Health Insurance remained under budget through November 30th, which was in line with historical spending trends during this timeframe in previous fiscal years. Members of the Budget, Finance and Audit Committee were also advised that CSB Over Achievers included: Adult IDD Case Management, Emergency Services, and Perinatal Treatment, (SEFP).

Mr. Supler announced that as the Committee meeting came to a close, Members were provided a thorough review of the H-NNCSB Balance Sheet and Divisional Net Income through November 30, 2018; along with the Balance Sheets and Profit and Loss Statements of the H-NNCSB Property Company, Inc., Share-A-Homes of the Virginia Peninsula, which showed positive net incomes; and the Trust for Disabled Persons was reported to have no new participants for that same period.

In closing on his Committee Report, Mr. Supler instructed that the next meeting of the Members of the Budget, Finance and Audit Committee is scheduled for **Monday, February 25, 2019, at 4:30 p.m.** in the CSB Campus Board Room.

INFORMATION ITEMS

As requested, by Mrs. Thomas, Vice Chair, Mrs. Natale Christian provided Members of the Board with updated information regarding the Information Items provided in the January 2019 Board of Director Package. More specifically, Mrs. Christian provided Members of the Board with an update on how its CSB handles security matters along with a few security examples and asked that Dr. Melanie Bond, Quality Management Director, provide Members with information regarding a safety training that will soon be implemented.

Dr. Bond clarified for Members of the Board that safety is an ongoing issue that staff of the CSB deal with on an ongoing basis. She shared that in recent discussions on how to best handle increasing matters of security, staff are being asked to communicate if they see something, and leadership has been looking at the training provided to staff on how best to handle safety matters for both the individuals we serve and staff. Members of the Board were provided with information on upgraded security measures that have been put into place on campus as well as at off site programs. Moreover, Dr. Bond also noted that staff of the CSB are also reviewing its current policies and practices and have them reviewed by CSB Counsel because staff at the H-NNCSB are trained to intervene and keep clients and staff safe. She continued that Leadership has also reached out to police departments to seek their support and guidance in this area.

Dr. Bond communicated that in reaching out to police department stakeholders, she and Mr. Ronald Dean Barker, CIT Coordinator, attended a police training in the City of Newport News on January 9, 2019, called *The Civilian Response To An Active Shooter Response or ALERT* which is a standardized model training that is a bit broader than what the CSB currently had and is geared towards how civilians manage an active crisis situation which was very impressive. She elaborated that

The Civilian Response To An Active Shooter Response is a 2-Hour Training provided by the Newport News Police Dept. and that the Police Department will be partnering with the CSB in training staff over the next couple of months.

Members of the Board of Directors and staff held lengthy discussion regarding the ALERT Training which included, training dates, assimilation exercises, and the ALERT model of training being very graphic. However, Members were advised that the CSB will develop its own exercises according to Dept. of Behavioral Health and Developmental Services regulations. Dr. Bond pointed out that in preparation for several regulations pertaining to CSB Residential Programs, the training will work particularly with Intermediate Care Facilities to address some of their needs in efforts to have a safer environment for the individuals. She added that the CSB is also working with another organization to do some consulting to look at programs to determine what better fits each location. Dr. Bond mentioned that another part of the process is for the CSB to put in place some active shooter scenarios in the trainings as the CSB continues to put together its policies, develop drills, and see if specified drills are appropriate for the Agency.

While even more discussion ensued regarding Campus safety, costs, and other matters of concern, Mrs. Christian advised that a Campus safety review will also be done by the Consultant although it has already been done by Mr. Ronald (Dean) Barker, Forensic Services Manager and CIT Training Coordinator. It was noted that Mr. Barker has also looked at doors around the Campus that would need to be secured or where swipe access is needed. Mrs. Christian added that while the CSB Campus has not had a strong security presence for some time now, the CSB has initiated Roaming Security and has contracted with a uniformed, but not armed, security agency which is used on and off site. Moreover, in response to a question regarding the installation of panic buttons, Mrs. Christian replied that while some areas of the Campus already have panic buttons installed, this is another areas being worked on by Mr. Charles McGee, CSB IT Director.

Additionally, Mrs. Christian noted that the Campus does have cameras and Mr. McGee provided Members of the Board with an overview of how these cameras operate which included the last time they were updated, resolution and storage capabilities, and signage, etc. Following a few more questions regarding other avenues of available training, and the current CPI Training already available at the CSB, etc., Members of the Board were asked their desire to continue the meeting which included a 20-minute Presentation from staff or to adjourn the meeting due to the late time. Members reviewed their schedules and other upcoming commitments for the evening and determined that with no other Items for Board Action that it would be best to reschedule the evening's Staff Presentation to the Board of Directors next meeting scheduled on February 28, 2019.

**PRESENTATIONS
 AND PROGRAM
 HIGHLIGHTS**

Members of the Board of Directors concurred to reschedule the evening's Staff Presentation on "*Community Engagement and Prevention Services*" to the next meeting of the Board of Directors scheduled on February 28, 2019. Mrs. Christian took the opportunity to introduce both Mrs. Nikki Bacilio-High, Manager of Prevention Services, and Mr. Anton Green, Coordinator of Prevention Services, and noted that they have great information to share with Members of the Board. She inserted that with the retirement of Mr. Freddie Simons, both Mrs. Bacilio-High and Mr. Green have done an excellent job. Mrs. Thomas thanked both Presenters and noted that she was sorry that they were unable to provide their Presentation that evening.

**CLOSING
 REMARKS**

In closing, Mrs. Thomas announced that the latest statistics who that the Newport News Human Services Dept., had 7,000 new enrollments for the City of Newport News since the implementation of Medicaid Expansion which was pretty exciting for a January 1st start.

Mrs. Dahlen reported that the VACSB Conference was held the prior week and that there was a meeting for Board Members and that the next Conference is to be held in Williamsburg, VA. She remarked that the VACSB was really trying to focus more on Board Members, and that it was a good time for Members to network. Mrs. Thomas thanked her for being able to attend the Conference and represent the Members of the Board of Directors for the Hampton-Newport News Community Services Board.

ADJOURNMENT Members of the Hampton-Newport News Community Services Board adjourned the meeting at 6:00 p.m.

Mrs. Venerria Thomas
 Vice Chair

Mrs. Beatrice Dahlen
 Secretary

FY19 Monthly Planner

February 2019

01	9:30 AM	VACSB Leadership Team Conference Call
05	11:30 AM	Executive Leadership Team
07	12:00 PM	H-NNCSB Physicians Meeting
11	10:00 AM	Councilman Steven Brown, HRCAP
12	11:30 AM	Executive Leadership Team
12	1:00 PM	Forensic Advisory Team Meeting, HRRJ
13	3:00 PM	Board Committee Chair Meeting
13	4:00 PM	Nomination & Selection Committee
14	8:30 AM	CIVIC Leadership Training
18		CSB Closed ~ President's Day
19	11:30 AM	Executive Leadership Team
19	2:30 PM	Dr. Jeffrey Smith, Superintendent, Hampton Public Schools
20	2:00 PM	Behavioral Health Docket Meeting, Hampton
22	11:30 AM	CIVIC Leadership Meeting
25	9:00 AM	H-NNCSB Management Team
25	4:30 PM	Budget, Finance and Audit Committee
25	5:00 PM	Community Relations / Governmental Affairs
28	2:00 PM	Hampton CPMT
28	5:00 PM	CSB Board of Directors

FY19 Monthly Planner

March 2019

04	9:00 AM	HPR-V Executive Directors Regional Leadership Team
04	3:30 PM	Newport News Implementation Team Meeting
05	11:30 AM	Executive Leadership Team / FY20 Budget Reviews
06	1:00 PM	HRCAP, meeting
07	10:00 AM	Hampton Roads Regional Jail Partnership Meeting
07	12:00 PM	H-NNCSB Physicians Meeting
11	1:30 PM	Newport News CPMT Meeting
12	11:30 AM	Executive Leadership Team / FY20 Budget Reviews
13	12:00 PM	FY20 Budget Reviews
14	10:00 AM	STEP VA Advisory Council, Radford, VA
18	11:30 AM	FY20 Budget Reviews
18	3:30 PM	Newport News Implementation Team Meeting
19	10:00 AM	Executive Directors Forum, VACSB, Glen Allen, VA
19	11:30 AM	Executive Leadership Team
20	11:30 AM	FY20 Budget Reviews
11	8:30 AM	CIVIC Leadership Training
25	9:00 AM	H-NNCSB Management Team
25	12:00 PM	HRC Recognition Event
25	4:30 PM	Budget, Finance and Audit Committee
25	5:00 PM	Community Relations / Governmental Affairs
26	11:30 AM	FY20 Budget Reviews
28	5:00 PM	CSB Board of Directors
29	10:00 AM	FY20 Budget Reviews