



**VIRTUAL MEETING
OF THE
BOARD OF DIRECTORS**

Thursday, January 28, 2021, 5:00 p.m.

Board Officers

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

Venerria Thomas, **Vice Chair**

Steven Bond, Esq., **Treasurer**

June R. Owens, **Secretary**

Members of the Board of Directors

Ann Abdullah Col. Karen Bowden

Chris Bowman Steven Brown

Arva Davidson Randie Dyess, Jr.

Jane Hobbs Charisse Mullen

Mary 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

- - - *Sheriff BJ Roberts Obituary*
- - - *Marcus Alert Stakeholder Group Letter of Nomination*
- *Budget Hearing sheet*
- *FY22 Budget Planning Assumptions*
- - - *Media Articles*



DATE: January 21, 2021
TO: Members of the Board of Directors
FROM: Natale Christian, Executive Director
SUBJECT: **Virtual Meeting of the Board of Directors
January 28, 2021 at 5:00 p.m.**

Happy New Year Members of the Board:

As we ring in the New Year we look forward to seeing you next week at the Board Meeting. This year has gotten off to a busy and productive start. We are also very pleased to be able to not only provide employees with a 3% Cost of Living Allowance this year, but also a one-time Supplemental Payment (Bonus), to show our appreciation for their hard work and dedication to those we serve during this pandemic.

The year of 2021 marks our 50 Year Anniversary and we are optimistic about having an in-person celebration in the fall. We will keep you informed as those plans unfold.

This month, we have several Standing Board Committee Meetings as we begin the New Year. The Nominations and Selection Committee met on Thursday January 7 at 2:00 p.m., The Quality Management Committee met on Wednesday January 13 at 4:00 p.m., and Strategic Planning met on Thursday January 21 also at 4:00 p.m. The Budget, Finance, and Audit Committee will meet on January 25 at 4:00 p.m., followed by the CRGA meeting at 4:30 p.m. As a reminder we will continue to meet virtually and zoom links will be sent out in advance.

Please remember that all Board Standing Committee Meetings are open to Members of the Board of Directors for the Hampton-Newport News Community Services Board.

We look forward to meeting with you next week.

NWC
Enclosures

ELECTRONIC MEETING OF THE BOARD OF DIRECTORS

Thursday, January 28, 2021, 5:00 p.m.

A G E N D A

- 1. Welcome & Call to Order**
- 2. Remarks of the Chair**
 - COVID-19 Pandemic Statement
 - Electronic Meeting Special Rules
 - Meeting Roll Call
- 3. Public Comment Period**
- 4. Action Items**
 - **A-1.** Minutes of the Board of Directors Meetings December 17, 2020
 - **A-2.** Recommendations of Nomination and Selection Committee
 - ~Board of Director Reappointments
 - **A-3.** Recommendation of Budget Finance & Audit Committee
 - ~Approval of FY22 Proposed Budget Development Planning Assumptions and Calendar
- 5. Standing Board Committee Reports**
 - Nomination and Selections
 - Budget, Finance and Audit Committee
 - Community Relations and Governmental Affairs
 - Strategic Planning
 - Quality Management
- 6. Information Items**
 - I-1** COVID-19 Update
 - I-2** Legislative Update
- 7. Administrative Division Program Highlights**
- 8. Adjournment**

MEETING OF THE BOARD OF DIRECTORS

Thursday, January 28, 2021, 5:00 p.m.

Electronic Meeting Special Rules

While the Commonwealth of Virginia remains under the current State of Emergency due to the COVID-19 Pandemic, Members of the Board of Directors for the Hampton-Newport News Community Services Board, an entity of local government, shall conduct its monthly Board of Director Meetings by synchronous electronic medium as a way of providing immediate, spontaneous interaction between meeting participants. This opportunity comes to Members of the Board of Directors under the legal opinion of CSB Counsel, Patrick McDermott, Esq., in compliance with the legal opinion of State Attorney General Mark Herring to the Commonwealth of Virginia dated March 20, 2020.

Special Rules, or conduct, of the Board of Directors for the Hampton-Newport News Community Services Board during the use of electronic meetings shall be as follows:

1. **Ample Notice of Electronic Meetings** shall be provided to Members of the Board no less than one week before the scheduled meeting(s) and shall provide:
 - a. The date and time of the meeting; and
 - b. The telephone number and access code to connect to the electronic meeting.
2. **All Members of the H-NNCSB Board of Directors shall call into Electronic meetings 15 minutes before the start of scheduled meeting(s);** and announce themselves at the first opportunity after joining the meeting, but may not interrupt a speaker for the purpose of doing so.
3. Once Members announce themselves after joining the meeting, **it is respectfully requested that the Member “Mute”** their personal telephones so as not to interrupt the meeting with background noise.
4. **Technical Malfunctions and Requirements.** Each Member is responsible for his or her own connection to the telephone conference call; and no action shall be invalidated on the grounds that the loss of, or poor quality of, a Member’s individual connection prevented him or her from participating in the meeting.

- 5. Once the meeting is called to order by the Board Chair, a verbal Roll Call will be taken** to: (1) confirm meeting participants, (2) confirm that a Board Meeting quorum exists; and (3) take note of any Members of the Public present on the call.

Please note that a Roll Call may be requested by any Member of the Board following the departure of any Member, or following the taking of any Vote for which the announced totals add to less than a quorum.

- 6. To seek recognition by the Board Chair and obtain the floor during the Electronic Meeting**, a Member shall address the Chair, and state his or her own name to be recognized, but may not interrupt a speaker for the purpose of doing so. The Board Chair shall call the name of the Member who wishes to be recognized in the order of the request.
- 7. All Motions** are to be made orally by Members once obtaining the floor or being recognized by the Board Chair.
- 8. All Votes** shall be taken by roll call, except that only the number of votes on each side and the number of members present, but not voting, shall be entered into the minutes unless the Board orders a fully recorded roll-call vote. **Business may also be conducted by unanimous consent.**
- 9. Members needing to disconnect** from the meeting prior to adjournment shall announce their departure as soon as practical, but may not interrupt a speaker for the purpose of doing so. *It is respectfully requested that Members of the Board do not disconnect from the electronic meeting during the Motion or Voting process.*

ACTION ITEMS

January 28, 2021

A-1. Board Approval of the Minutes of the Board of Director Meetings from December 17, 2020

Issue: Board Approval of the Minutes of the Board of Director Meetings held on December 17, 2020.

Background: Minutes of the Board are provided to Members of the Board of Directors for their review in Board packet distributed on January 22, 2021.

ACTION: Board approval of the Minutes of the Board of Director Meetings held December 17, 2020.

Enclosure: December 17, 2020 meeting Minutes.

A-2. Nomination and Selection Committee Recommendation

Issue: FY2022 Board of Director Membership

Background: Members of the Nomination and Selection Committee held their first meeting of the new fiscal year on Thursday, January 7, 2021 at 4:00 p.m. to discuss, among other Committee responsibilities, Board Member Tenure scheduled to expire on June 30, 2021, in the cities of Hampton and Newport News. Following discussion and review of the Board Membership Tenure Status Report, it was announced that several Members of the Board were eligible for reappointment in their respective cities. At the Board of Directors Meeting scheduled on Thursday, January 28, 2021, Members of the Nomination and Selection Committee will recommend that Members of the Board of Directors approve the reappointments of several Board Members whose Membership Tenure is scheduled to expire. Please be advised that specific information regarding upcoming reappointments will be provided at the Board of Directors Meeting.

Action: Board approval of the reappointment of Members of the Board of Directors whose Membership terms are scheduled to expire on June 30, 2021.

A3. Budget Finance and Audit Committee Recommendation

Issue: FY22 Proposed Budget Planning Assumptions and Budget Development Calendar.

Background: At the beginning of each year, Members of the Budget, Finance and Audit Committee review the Proposed Budget Planning Assumptions and Budget Development Calendar received from staff for the next fiscal year of the Agency. Staff will provide Members of the Committee with the Planning Assumptions and Development Calendar at their next meeting to be held on Monday, January 25, 2021. Upon review and consensus, Members of the Budget, Finance and Audit Committee will seek Board approval of the FY2022 Proposed Budget Planning Assumptions and Budget Development Calendar at the next meeting of Members of the Board of Directors scheduled for Thursday, January 28, 2021. Please be advised that this meeting and review is open to all Members of the H-NNCSB Board of Directors, and it is very important that a quorum be available so that the Budget development process may move forward.

Action: Recommendation of Members of the Budget, Finance and Audit Committee that the Board of Directors approve the use of the FY2022 Budget Planning Assumptions and Budget Timeline by the Hampton-Newport News Community Services Board.

INFORMATION ITEMS

I-1. COVID-19 Update

The Agency continues to provide services remotely for a majority of the Agency's programs. In November, there was a noted increase in the number of Agency staff who tested positive for COVID-19, with a total of 11 new positive cases. The month of December also ended with 11 new positive cases, bringing the total number of positive COVID-19 cases for the year of 2020 to 43 among the Agency's staff. By comparison, there were 292 negative tests during the year. Most of the tests that yielded a negative result occurred after the staff involved were exposed to someone else who had tested positive; a smaller number of negative tests resulted after staff exhibited symptoms that could be related to COVID-19.

Although the Agency has not precisely tracked the number of COVID-19 cases for the individuals served, there was a noted increase in reports of positive cases, particularly among individuals living in congregate settings external to the CSB. Fortunately, there were no positive client cases reported in H-NNCSB congregate settings for the month of December; however, the incidence of positive cases and required quarantining when there is a possible exposure has presented staffing challenges in the Agency's congregate programs.

The Agency continues to have an adequate supply of personal protective equipment (PPE). We have worked to maintain this supply through partnerships with various vendors and the Eastern Virginia Healthcare Coalition (EVHC) which has been instrumental in providing masks, hand sanitizer and disposable gowns, specifically to support the Agency's intermediate care facilities. To help mitigate the spread of the virus, staff are encouraged to utilize PPE in accordance with infection control training, to practice social distancing and stay home when sick.

VACCINE

Community Services Boards have been categorized in phase 1a of the Virginia Vaccination Prioritization Guidelines to receive the COVID-19 vaccine, which includes Healthcare Workers and Long-Term Care Residents. The Agency has been working with the Virginia Department of Health (VDH) to develop a plan to have staff vaccinated. A survey will be distributed early in January and the final number of staff who will plan to receive the vaccine will be provided to VDH, who will in turn provide the vaccines to the Agency. Once the vaccines are received, Southeastern Virginia Healthcare Systems (SEVHS) will

give the injections to the staff. The program manager of the three intermediate care facilities, long-term care facilities for people with intellectual and developmental disabilities, has partnered with Walgreen's to host an onsite clinic which will provide the vaccine to the residents and the staff. While the Agency is not requiring the vaccine for all staff at this time, we are strongly encouraging all staff to get vaccinated in order to protect themselves, the people they serve and their co-workers.

I-2. Legislative Update

Overview

The 2021 Regular Session of the Virginia General Assembly gets underway on January 13, 2021. We will closely monitor the activities and legislation presented during the session, and continue to communicate with our legislators and advocate for the interests of our CSB and those throughout the state.

Marcus Alert Bill

We are pleased to report that our Executive Director, Natale Christian, was nominated and subsequently selected to join the statewide stakeholder group for Marcus Alert implementation. We look forward to her playing a critical role in establishing the framework for rollout of this plan across the Commonwealth. Virginia Beach will serve as the first CSB to implement the Marcus Alert program in Region 5.

General Assembly Budget

The Regional Public Hearings on the Governor's Proposed Amendments to the 2020-2022 Biennial State Budget were held on January 6, 2021, at 10:00 a.m. Sherry Hunt spoke on behalf of the H-NNCSB at the virtual hearing for Hampton Roads. Her comments included a funding request for the upcoming session and our appreciation for the behavioral health funding included in the proposed budget. These comments will be made available to Members of the Board.

ADMINISTRATIVE DIVISION PROGRAM HIGHLIGHTS

Human Resources and Training Services Board Updates November and December 2020

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 November and December there were 23 new hires; 17 full-time and 6 part-time/on-call. The new hires by division included:

Division	# of New Employees
Adult Clinical Services	1
Adult Outpatient Services	2
ARTS	2
Crisis	4
Finance and Property Management	3
IDDS	9
Information Technology	1
Youth and Family Services	1

2. Staff Development and Training

- Seven (7) Core Orientation sessions were conducted during this period with 23 new employees.
- Staff completed 2,699 online courses in 42 unique subjects.
- Nineteen (19) unique classroom courses were offered with 386 staff participating. The majority of these classes were conducted in virtual classrooms. In-person Training is held for Adult & Pediatric First Aid/CPR/AED Skills Session, Basic Life Support (BLS) Skills Session, Medication Management Basics, and select Clinical Documentation courses. Class sizes are limited and all H-NNCSB, VDH and CDC infection control guidelines are followed.

Course Highlights

- COVID-19 DOLI Emergency Temporary Standard Training was developed in-house and rolled out to staff as an online course. This course is required for all staff to take by the Commonwealth of Virginia Department of Labor and Industry (DOLI)

Other Program Highlights

- Marcus King completed and received certification to facilitate DLA-20 (Daily Living Activities (DLA) Functional Assessment Training) for Adults and Youth along with staff from Quality Management and Adult Outpatient Services. The training involved the participation in 4 DLA-20 assessment sessions done with a clinician with the individual's permission. The assessments were then reviewed by the trainer and feedback was provided prior to being certified.

3. Committee Reports

- Cultural Competency Committee
 - In December a Zoom lunch and learn on Holiday Traditions was held and attended by about 15 staff. Additionally, the committee has been sending out information about the various holidays and traditions that occur in December.
- Wellness Committee
 - In December, the Wellness Committee promoted a Financial Wellness webinar hosted by BB&T at Work. The topic was "Financial Confidence in Uncertain Times-Taking Care of What you can Control." Fourteen (14) staff attended this webinar. The session was interactive, and we plan to bring BB&T at Work back in 2021 for other webinars.
 - The Wellness Committee continues to promote our wellness incentive: All employees covered by one of the Anthem medical plans offered by H-NNCSB are eligible to participate. We will continue this incentive in 2021.

4. Employee Benefits

- Our 100% Virtual Open Enrollment was held November 2 through 16 for the 2021 plan year.
- Employees viewed a recorded presentation at their convenience. The extensive presentation covered all benefits in detail as well as instructions for form submission.
- We also held 4 Zoom sessions to assist with questions directed to our benefit vendors as well as benefit form/s completion questions.
- Human Resources had a dedicated email for benefit related questions and form submission.
- We received positive feedback from this change to our previous Open Enrollment process.

QUALITY MANAGEMENT & CORPORATE COMPLIANCE

November, 2020

Quality Management and Corporate Compliance carries out the tenets of the Agency's Strategic Plan in all aspects of the work. The Division's progress towards select aspects of the larger plan are outlined below:

Goal 1: The QM Division plans to increase effectiveness of the Agency's Risk Management Committee to include: a. Workplace Safety Subgroup: team to offer ongoing guidance and support to related efforts, develop partnerships; b. Take steps to address deficiencies identified from Agency's Risk Assessment; c. Develop plan to effectively address needs of offsite and mobile/field programs. In addition, QM aims to better define roles of multiple Agency committees in the process of change within the organization.

Goal 2: The QM Division aims to revamp its current Agency-wide quality management/improvement plan. Specific goals include: a. Formalize and communicate regular program audit schedule, along with program/division assistance programs; b. Update and communicate Compliance Standards for education of Agency staff; c. Better integrate IDD QM methods within larger Agency QM plan and oversight; d. Make QM staff more visible and accessible to internal and external customers.

Goal 3: The QM Division strives to assist in the retention and development of highly qualified, Agency personnel as follows: a. Continue joint effort with Human Resources to address clinician development and retention efforts; b. Revamp and move forward with Leadership Development Program for staff.

Goal 4: The QM Division will support the ongoing development and application of the Agency's Strategic Plan by: a. Advocating for inclusion of a diverse group on staff (and if appropriate, stakeholders/others) in the ongoing review and update of the Strategic Plan; b. Monitoring a formal process to review the Strategic Plan at set intervals.

Change Management

On November 20, 2020, the QAIM participated in a meeting with SEFP Leadership in order to discuss a service modification application request for a proposed option of offering SUD residential services to non-pregnant and postpartum women with SUD.

The QM Team participated in demonstrations of new potential Electronic Health Records (EHR) on November 23, 2020 and December 3, 2020. These events were hosted by the Agency's IT Division. The Division of Quality Management, along with members from other programs had the opportunity to see the various capabilities of the proposed EHR including dashboards, incident reporting functions and record review options.

Corporate Compliance and Program Monitoring

The QAIM reviewed Department of Labor and Industry (DOLI) COVID-19 Hazard Assessments submitted from Agency division leadership during the month of November, and provided recommendations in reference to hazard categories for staff. The QAIM also submitted completed assessments to the Executive Deputy Director for final review.

During the month of November, the QAIM, along with other members of the QM Division, HRC, Human Resources, and Medical Records gathered required documentation and uploaded it to a Share File, communicated with the DBHDS OL Licensing Specialist via phone and email correspondence and submitted required documents to the LS on November 6, 2020 for the HRC Licensing Renewal.

Also in November, the QAIM communicated with the DBHDS OL on a variety of topics to obtain guidance, submitting required documents and/or to follow up on previous requests. Areas of discussion included the HRC License Renewal, fire extinguisher placements in residential homes, and CPR/First Aid/AED training flexibilities due to COVID-19.

The QAIM collaborated with Nursing Staff to facilitate a Board of Pharmacy Audit on November 10, 2020.

The QAIM and the QM Director participated in the HPR-V QL Meeting on November 18, 2020 via WebEx.

The QM Director and QAIM met with HRC Leadership on November 20, 2020 in order to discuss a proposed service for non-pregnant and postpartum women with SUD. Should HRC move forward with their plans, a service modification application request would need to be completed and submitted to the DBHDS Office of Licensing for approval prior to the start of services.

The Utilization Review Specialist (URS) completed Full Record Reviews in November for Opioid Services/Hampton Roads Clinic in preparation for their 2021 CARF Survey. The Division of Quality Management, in partnership with HRC, agreed to review a portion of HRC cases in November and December, and provide feedback and guidance to staff. HRC staff will take January 2021 and February 2021 to review QM feedback and make program improvements including, but not limited to – providing in-service trainings, Agency refresher trainings and/or supervision as needed. The URS will conduct a future record review of the HRC caseloads in March 2021 in order to assess program improvements and give HRC time to make additional improvements, if needed, prior to the summer 2021 survey. The URS participated in the final DLA-20 Train the Trainer training to fulfill requirements.

On November 23, 2020, in collaboration with the Nursing staff, the QAIM and URS provided a brief training to members of the Regional Crisis Stabilization Unit (RCSU) on how to incorporate a Fall Risk Assessment into CSU's treatment plan, protocols and workflows. Additionally, it was recommended that if RCSU needed to make any major changes to the program's provision of service, the plans would need to be vetted through the DBHDS Office of Licensing and Human Rights.

The QAIM communicated with Housing Services and provided guidance in reference to their DBHDS audit. The QAIM provided PATH and Supported Housing Program staff assistance on Agency-wide practices during audits to include communicating with Medical Records, keeping QM up-to-date on the process, and gathering the appropriate documents for state level review.

The QAIM continued to provide support and guidance to Agency programs and individual staff in regards to implementation of regulations, policy development, records reviews and ongoing clinical documentation questions.

Human Rights Investigations, Grievances, Serious Injuries/Illnesses and Deaths reported into the state Computerized Human Rights Reporting System.

Root Cause Analyses: For the reporting period of 11/01/2020 through 12/31/2020, the Compliance & Standards Manager reviewed 191 incident reports.

Southeast Alliance Local Human Rights Committee (SEA LHRC): The 2021 SEA LHRC meeting dates are scheduled for: January 19; April 20, July 20, and October 19, 2021.

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: The Medication Error Committee is scheduled to meet on January 13, 2021.

Investing in Staff Development Resources

The QAIM met with the QM Director on multiple occasions, including supervision, during the months of November (3, 12, 13, 16) and December (7, 14, 15, 17) via Zoom and by phone to discuss quality management's role in response to COVID-19 at the Agency, ongoing division tasks such as policy development, licensing reviews, and ongoing QM tasks.

The Quality Assurance and Improvement sub-division met several times during the months of November (6, 19) and December (2, 16) in order to discuss record reviews, regulations, provide updates on Management Team announcements and for supervision purposes.

The QAIM completed the following trainings during the months of November and December: DBHDS Quality Improvement and Risk Management/Root Cause Analysis (November 5); Infectious Disease Preparedness and Response Plan (November 10); DLA-20 Train the Trainer (November 10); DOJ Settlement Agreement Training (November 12); Fall Risk Assessment Training (November 23) and one interview with a provider about an individual receiving services, to fulfill the requirements of becoming a trainer (November 3 and 10); Leveraging Protective Factors to Help Mitigate the Effects of Racial Trauma in 2021 (December 3); Financial Confidence in Uncertain Times – CSBFit Lunch & Learn (December 9); Cultural Competency Lunch and Learn – Holiday Traditions (December 16).

The QAIM conducted an Adult DLA-20 interview with clinical staff as a requirement of the DLA-20 Train the Trainer certification (Dec 3). Additionally, the QAIM was awarded a DLA-20 Train the Trainer certificate (Dec 9).

The Compliance and Standards Manager participated in the following virtual trainings, meetings and webinars:

- November 5, 2020, “Quality Improvement & Risk Management/Root Cause Analysis” webinar facilitated by DBHDS
- November 10, 2020, “DOJ Settlement Agreement Overview” webinar facilitated by DBHDS; November 12, 2020, virtual meeting with the Quality Management Division
- November 16, 2020, “Keys to Being a Good Remote Worker” webinar
- November 23, 2020, virtual NTST electronic health record demonstration
- December 3, 2020, “Adapting to Change: Change Management Overview” webinar facilitated by DBHDS
- December 7, 2020, “Risk Management & Quality Improvement Strategies” webinar facilitated by DBHDS
- December 9, 2020, quarterly Region V Human Rights Consortium meeting via video teleconference

On November 20, December 4, and December 18, 2020, the Compliance & Standards Manager provided supervision and training to the Agency’s Clinical Documentation Training Specialist via video teleconference.

Communications and Business Development

Division Goals:

Goal 1: Develop and Expand Marketing and H-NNCSB Agency Messaging

Goal 2: Develop and Expand Public Relations functions within H-NNCSB

Goal 3: Expand and maximize current revenue sources, and explore new, profitable service opportunities.

Goal 4: Develop and expand Advocacy functions within H-NNCSB.

Goal 5: Develop Strategic Plan 2022- 2026

Program Overview:

The Communications and Business Development division serves as the “face” of the Agency and helps to solidify H-NNCSB’s reputation as the premier provider of behavioral health services

by marketing Agency programs and services, strengthening relationships with our existing partners and stakeholders, and establishing vital business connections with new cohorts in the community. The Division pursues 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.

Prevention Services provides Substance Misuse Prevention and Mental Health Promotion services to the residents of Hampton and Newport News based on identified risk and protective factors utilizing evidence-based prevention strategies. Current Prevention service priorities are: Adverse Childhood Experiences (ACEs), Suicide Prevention, Opioids, Coalition Development, Tobacco/Nicotine and Under-Age Drinking.

Number of Individuals Served/Admissions/Discharges:

The division continually serves citizens in the Hampton and Newport News communities, as well as, people residing throughout the region who can benefit from the vast and varied array of prevention programming and educational content focused on wellness and resilience.

Prevention Specific Highlights

- November 11, 2020 - One hundred and forty-four (144) Newport News Public Schools Support Services Staff participated in the Self-care Webinar with Dr. Alison Sampson-Jackson.
- November 14, 2020 - Community Builders Network Youth completed a service project at the Food bank that yielded 16 pallets of food.
- November 24, 2020 - Strengthening Families Program Virtual Graduation. Fifty-seven (57) participants, including youth and parents.
- December 9, 2020 - The Community Builders Network Trauma Informed Café had 25 youth and adult participants.
- Twenty (20) Individuals received the ACE Training presentations.

Virtual Trainings Attended:

- November 4, 2020 - Virginia Tech Virtual Lunch and Learn Series: Creating Your Roadmap - Fundraising Plans In Times Of Uncertainty
- November 6, 2020 - Equity & Unconscious Bias Workshop presented by Network Peninsula and the Bernardine Franciscan Sisters Foundation
- November 9, 2020 - Youth Suicide Rise Webinar
- November 13, 2020 - Navigating the Opioid Crises amidst a Pandemic
- December 9, 2020 - Providing Family Based Prevention during COVID Webinar
- December 9, 2020 - Financial Wellness Lunch and Learn
- December 9, 2020 - Constant Contact's Power Hour: Pro Series with Laila Ali and Constant Contact online marketing expert Dave Charest
- December 10, 2020 - Talking with Youth About Underage Drinking

Community Events/Participation:

- November 2, 2020 and November 13, 2020 – Participated in the City of Hampton’s Strategic Work Plan: Safe and Clean Community, Session I and Session II. This citywide initiative is part of the city’s ongoing effort to be a Higher Performing Organization and was launched to create Work Plans for each Council Strategic Priority Area. Goals, Objectives, and Actions for a Safe and Clean Community were created during these sessions.
- November 4, 2020 – participated in a meeting, along with the Executive Director, to discuss our role in the Hampton Violent Crime Review project which is a strategy to reduce violence in the City of Hampton, The purpose of the Homicide Review Commission will be to bring the public safety and public health perspectives together to identify missed opportunities and patterns at a higher level in order to reduce violent crime episodes.
- November 10, 2020 and December 8, 2020 - Participated in the monthly Peninsula Community Opioid Response (PCOR) virtual meetings – received the latest updates on overdoses and fatalities from Hampton and Newport News law enforcement and other community trends.
- November 11, 2020 - ACE’s Trainings Spanish Speaking and December 29, 2020 -ACE’s Training Work Force Development.
- November 11, 2020 - Prevention Services provided Self-Care Webinar for Newport News Public Schools Support Services Staff
- November 14, 2020 - Community Builders Network Youth Service Project at the Food Bank.
- November 19, 2020 – Prevention staff participated in the Community Builders Network.
- November 20, 2020 - Alternatives Inc. Youth Ambassadors: Can you Hear Us? Parent Talk.
- November 20, 2020 and December 18, 2020 – State Prevention Council.
- December 7, 2020 - COVID 19 Vaccination Facts vs Myths
- December 7, 2020 – Newport News Hispanic Advisory Committee meeting
- December 8, 2020 – DBHDS Review of the Focus Group Report on Behavioral Healthcare Professionals of Color with Dr. Joseph Williams
- December 10, 2020 – Attended Peninsula Trauma-Informed Community Network
- December 16, 2020 – Trauma-Informed /Juvenile Justice Learning Community.

STEP-VA progress/milestones and other relevant program-specific information:

Goal 1: Develop and Expand Marketing and H-NNCSB Agency Messaging

- Continue to post educational and informational documents on Facebook platform
- November 9, 2020 – met to discuss and plan the creation of a separate South-Eastern Family Project (SEFP) website.
- November 23, 2020 – met with team to address marketing and outreach to increase in drug usage and overdoses. Brainstormed strategies to address alarming trends and to inform community of our available services.
- November 20, 2020 - Developed and distributed Thanksgiving message which focused on maintaining good physical and mental health while highlighting our available services, training, and COVID-19 resources.

- November 23, 2020 – was a Featured Guest speaker on Ridley Live which is a free chat line/WebEx call, hosted by HRCAP staff regularly from Monday through Thursday from 3:00-4:30 p.m., that connects Marshall-Ridley residents with community partners, resources and services in the area. Used the opportunity to promote and highlight our Agency and specifically our Substance Use Disorder programs and services.
- Assisted SEFP program in post-interview questionnaire for their appearance on the Living 757 show in December to showcase the program and share historical information.

Goal 2: Develop and Expand Public Relations functions within H-NNCSB

- Continuing to participate in stakeholder and partner group meetings virtually.
- November 9, 2020 and December 14, 2020 – attended SUD in Pregnant and Parenting Women Collaborative meetings in which we discussed the new resource grid/listing which resides on the Brock Institute’s website with a plan to update it quarterly, and also talked about a possible universal referral form. We also received an overview of the Up Center and the MH and SUD resources they provide to the community as well as an update on the OpenTable program which is funded by Anthem.
- November 9, 2020 and December 14, 2020 - attended Mental Health Working Group Combined Meetings in which we reviewed a summary of the Mental Health Services Survey results, received updates from the working groups and community partners, and talked about plans for the 2021 Joint Mental Health Summit.
- November 18, 2020 and December 15, 2020 – Attended Black Lives Matter/Diversity Training regional work group meetings - Selected to serve as the Agency’s representative on a work group to look at diversity issues / concerns and training needs in our region. The goal of the team is to explore and develop options for a regional training event on social inequity and its relevance to the counseling field, ensuring that the training is consistent with the ONE Virginia plan. The recommendations will be presented to the Regional Leadership Team for further consideration.
- November 24, 2020 – participated on the Hampton Chief of Police Recruitment Stakeholder interview to provide our perceptions of the qualities and qualifications our CSB considers to be essential for the next Hampton Chief of Police.
- December 10, 2020 – attended CCJB Board meeting

Goal 3: Expand and maximize current revenue sources, and explore new, profitable service opportunities.

- Continue to leverage and utilize the Give Local 757 funds within the Ed Williams Fund to assist clients in need.
- Our community partners and stakeholders stepped up in a big way to support our Holiday Fundraising Drive by donating over \$15,000 which allowed us to assist approximately 500 individuals and families served by our Agency who required additional assistance over the recent holiday season. Our Thanksgiving drive provided food baskets or gift cards to clients of H-NNCSB with food insecurity; while our December giveaway focused on the youth served in our programs by providing gift cards to help supplement their family’s holiday spending budgets. Overall, the assistance came at the perfect time for these vulnerable individuals, youth, and families, and the gifts were very well received by all.

One grandmother wrote: “A., his grandfather and I sincerely appreciate the Christmas Gift Card you gave to us, it was truly a blessing. Thank you for your kindness and thoughtfulness...”

Goal 4: Develop and expand Advocacy functions within H-NNCSB.

- November Legislative Update – Updated the Board CRGA committee and the entire Board on the General Assembly Special Session, including the outcome of the Marcus Alert legislation and Special Session Budget.
- December Legislative Update – December’s Legislative Update included information of the Marcus Alert implementation planning, budget priorities for the General Assembly Regular Session, the Governor’s additional allocation of \$25 million from the federal Coronavirus Aid, Relief, and Economic Security (CARES) Act to fund monthly retainer payments for day support programs that provide services for Virginians with developmental disabilities, and DBHDS’s Agency requests included in the State Agency Budget Decision Packages.
- November 18, 2020 – participated, along with the Executive Director, in a Zoom meeting with Senator Monty Mason to check in with him, review our legislative priorities and concerns, and receive updates from the SJ47 Committee.
- Goal 5: Develop Strategic Plan 2022- 2026
- December 2, 2020 – as part of the PCOR Strategic Plan Committee, interviewed gentleman from the Catchafire program who will ultimately facilitate PCOR’s Strategic Planning process. It was good to hear his approach to strategic planning as it will help inform the direction of the Agency’s strategic planning efforts as we engage with a consultant and begin to do the work.

Relevant Regional or Council Information:

- Continue to attend all VACSB Public Policy monthly meetings and weekly conference calls to participate in advocacy discussions.
- Next Region V Prevention Council Meeting scheduled for January 27th virtually.

Audits/Reviews:

- Completed final edits for the SAMSHA Grant (HRC Plus) Annual Report for the period of 10/1/2019-9/30/2020.

Program Challenges/Significant Issues:

- All in-person community events and activities have been cancelled due to the pandemic.
- Retail Tobacco Stores Assessment and Merchant Education Counter Tools Program on hold due to COVID-19.
- The COVID-19 Pandemic continues to be a challenge in the implementation of some prevention strategies such as in-person training like Mental Health First Aid and Merchant Education of the Tobacco Counter-Tools Project for retailers.

Office of Property and Resource Development January 2021

DIVISION GOALS:

OPRD Goal 1: To expand the availability of and access to decent and affordable housing for individuals and families served by the H-NNCSB.

- December, 2021 saw the initial activities in the State Rental Assistance Program (SRAP) housing voucher program for individuals with developmental disabilities with Waiver or are on the Waiver Waiting List. SRAP Vouchers are typically administered by housing authorities. With the contract signed with DBHDS, HNNCSB received 15 vouchers that can be offered to HNNCSB clients meeting the eligibility criteria. In December, we received two names of individuals who have been waiting on the availability of vouchers and Dottie Holmes, Property Manager, held her first briefing with an individual. This is a very new option to provide access to affordable housing for the individuals we serve.
- We are now up to **3** KEYS members who are now receiving Mainstream Housing Vouchers for Non-Elderly Persons with Disabilities through James City County Housing Department. Anthony Howard, KEYS Housing Stability Specialist, assisted each individual with the applications and follow-up documentation. Working with the James City County Housing staff, we now have 3 individuals who not only applied, but received, and began receiving rent supports through the JCC Mainstream Voucher Program. These vouchers allow individuals to “graduate” from KEYS and receive a permanent housing voucher allowing them to move on to greater independence, which in turn gives other individuals the opportunity to receive our Permanent Supportive Housing services.
- We are working with Hampton and Newport News in their efforts to provide Mainstream Vouchers to individuals in PSH programs who live in these cities. Our staff submitted 38 names to Newport News Redevelopment and Housing Authority for Mainstream Vouchers at the end of November – and we have heard that one person has already been approved!!! For Hampton, we have a current list of 47 individuals who are interested in Hampton Mainstream Vouchers once that waiting list is opened, which we anticipate will be the end of January.



OPRD Goal 2: To improve and maintain facilities of H-NNCSB services and programs to best serve individuals, families, and staff in our communities.

- We continue to face a challenging and expensive time for meeting building and maintenance needs. Due to the construction of the campus occurring at approximately the same time, as well as less than stellar services by the previous HVAC contracted provider,

we have more HVAC units requiring replacement, including: H-NNCSB Property Company Inc. (H-NNCSB PCI) replacing 22 heat exchangers from units in Campus Buildings 200, 300, 400, 500 and 600. However, these repairs have been included in our Capital Improvement Plan.

- To remain in compliance with the bylaws and financial activities HNNCSB Property Company, Inc. held a special meeting on December 30, 2020 to nominate Raymona Barnes to the Board of Directors and as Secretary/Treasurer to replace Denise Newlon who resigned her position on the board. The motion was unanimously approved.
- To remain in compliance with the bylaws and financial activities Share-A-Homes of the Virginia Peninsula held a special meeting on December 30, 2020 to nominate Raymona Barnes to the Board of Directors and as Secretary/Treasurer to replace Denise Newlon who resigned her position on the board. The motion was unanimously approved. Share-A-Homes held its annual meeting on October 28, 2020. Natale Christian and Denise Newlon retained their positions as President and Secretary/Treasurer.
- To remain in compliance with the bylaws and financial activities Peninsula Community Homes held a special meeting on December 30, 2020 to nominate Raymona Barnes to the Board of Directors and as Secretary/Treasurer to replace Denise Newlon who resigned her position on the board. The motion was unanimously approved.
- At all the special meetings, Pat McDermott, attorney, stated that all companies remained in compliance with all state reporting requirements.
- We ended our lease at Pinewood Office Complex on December 31, 2020 and turned in the keys for the suite that once housed Therapeutic Day Treatment Programs. A big THANK YOU to Brian Rummel with IT and John Joyce with Facilities Maintenance who helped remove our IT equipment and infrastructure, furniture, signage, cleaned, etc.

OPRD Goal 3: To represent and communicate H-NNCSB's performance and reputation as a center of excellence and center of influence through ongoing engagement, public relations, and advocacy within the communities we serve as well as the state of Virginia.

Due to the unique organizational structure of the Hampton-Newport News Community Services Board, Office of Property and Resource Development, over the past 20 years we have gained recognition as a state expert in housing for persons with disabilities and homelessness. This recognition has led to positions on critical state boards that met the past month, including:

- VHDA (now Virginia Housing) Multifamily Advisory Board
- VHDA (now Virginia Housing) Disabilities Solutions Council
- Housing Virginians with Serious Mental Illness Strategy Council
- DHCD Public Housing Authority Outreach committee

OPRD Goal 4: To pursue revenue diversification and funding opportunities in order to expand housing services and supports so that H-NNCSB can improve the quality of life for the individuals, families and communities we serve.

A major part of Jennifer Small's job as grants administrator, is to maintain grant applications and renewals, in addition to upholding funding compliance. Jenn, along with Chana Turner, data

analyst have developed monitoring and projecting systems to not only maintain compliance, but also to project - on an almost daily basis - the use of funds, allowing us to serve additional individuals within the grant funds allocated.

- **SRAP Housing Vouchers:** H-NNCSB is now contracted with DBHDS to administer Housing Choice Vouchers for individuals meeting eligibility requirements under the DOJ Settlement. The H-NNCSB was awarded 15 SRAP Vouchers. It will earn administrative fees based upon the number of rents we are paying as well as meeting certain milestones. This program was originally only for public housing authorities.

NUMBER OF INDIVIDUALS SERVED/VACANCY RATES:

Apartment Complex	Household Units	Vacancies	Vacancies Last Report	Comments
Adams Woods	36	1	0	New Residents Identified
Bay Port	16	1	0	New Resident Identified
Dresden	32	1	1	New Resident Identified
New Phoenix Village	48	1	1	New Resident Identified
TOTAL	132	5	2	

Rent Subsidy Program	Slots	Active Households	Households Last Report	Comments
KEYS	48	31	31	3 people currently doing 48's from ESH
Road2Home	66	74	70	
PPW	20	18	17	1 Family moved in December
Shelter Plus Care	21	20	21	Person approved to move in
TOTAL	155	143	139	

STAFF VACANCIES/NEW HIRES:

Due to the recent expansion of HNNSB PSH, there remains one full-time Housing Stability Specialist vacant that has been advertised for months without an eligible candidate. Unfortunately, due to a resignation of another Housing Stabilization Specialist, this means that we are down two positions at this time.

EXTERNAL TRAININGS/CONFERENCES ATTENDED BY STAFF:

- Fair Housing Training, VA Fair Housing Board, Department of Professional and Occupancy Regulations
- Understanding Reasonable Accommodations Training, VA Fair Housing Board, Department of Professional and Occupancy Regulations
- HMIS Data Quality monthly trainings – all licensed HMIS users (Homeless Management Information System)

- Joint Mental Health Virtual Summit
- Eviction Prevention and Housing Retention During and After COVID-19
- Finding Your Way Through the Dark: Living with Depression, NAMI, Maryland
- Engaging LGBT Elders in Prevention Programs, The Danya Institute
- From Hopelessness to Housing: Peer Recovery and Homeless Populations, VOCAL
- Understanding Permanent Supportive Housing and a State Level Response, VOCAL

COMMUNITY EVENTS/PARTICIPATION:

Due to COVID-19, community events have not been occurring in person. Unfortunately, we have suspended community activities within the New Phoenix Village Community Center. However, this has not stopped Tanya Hickerson the Service Coordinator at New Phoenix who had holiday “events”. All safety precautions were observed. ☺



COVID-19 curtailed face to face meetings, however, it has in no way curtailed meetings. Due to the ease of scheduling virtual meetings and the desire to keep important local, regional and state committees and councils connected and up to date with COVID information and changes, the meetings have actually greatly increased over the past 4 months.

- VHDA Multifamily Advisory Board – Annual Meeting.
- NN Choice Neighborhood Initiative: Health Task Force & Service Provider Network.
- Peninsula HSS Team Meeting – every other month with regional partners discussing housing opportunities for persons in the DOJ Settlement Agreement.
- Regional Leadership Team Meeting: reporting on any updates around the statewide RFP on a housing needs assessment.
- ESH Discharge Meetings – related to PSH programs, eligibility, and updates.
- CSH 1Roof Bi-Weekly Team Meetings: Bi-weekly meetings with the 3 local partners and the representative of the national technical assistance provider to discuss supportive housing for families and youth involved with the child welfare system. This initiative is a partnership between H-NNCSB, the NN Department of Human Services and the NN Redevelopment and Housing Authority. The team is exploring some options for housing and a possible model for youth coming up for exiting foster care that would allow them to “practice” independent living in small increments.
- Hampton Roads Housing Consortium membership meetings.
- Virginia Peninsula Mayors and Chairs Commission on Homelessness meetings.
- Greater Virginia Peninsula Homelessness Consortium – this includes Jennifer Small and Regina Hutcherson at the General Meetings; Jenn at the Program Oversight Committee, Regina at the Service Coordination And Assessment (SCAAN) Committee.



MILESTONES AND OTHER RELEVANT PROGRAM-SPECIFIC INFORMATION:

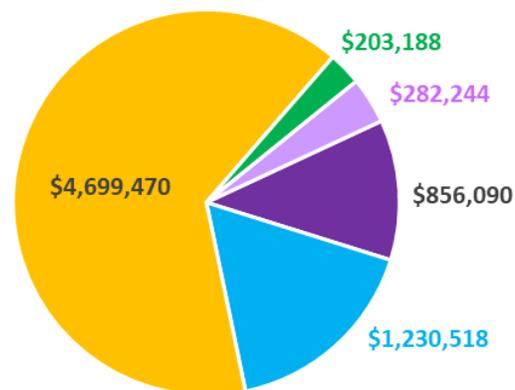
- Veronica Osborn, Peer Recovery Specialist with the Permanent Supportive Housing Programs, became a **certified** Peer Recovery Specialist on December 12, 2020! Way to go Veronica!



RELEVANT REGIONAL OR COUNCIL INFORMATION:

- Update on COVID assistance programs
 - At the Mayors and Chairs Commission on Homelessness, the Planning Council submitted a draft of the various COVID related funding coming into the area from state and federal sources. The report shows that between April and December, 2020:
 - \$7,271,510 federal and state funds received
 - 2,629 individuals assisted
 - 1,142 households were assisted

Funding by Program Type



■ Hotel/Motel/ES ■ Rapid Rehousing ■ Prevention/RMRP ■ PPE/ ESO ■ HOTMA

- The Virginia Rent and Mortgage Relief Program (RMRP) is designed to support and ensure housing stability across the commonwealth during the coronavirus pandemic. Depending on availability of funds and household need, the RMRP may provide financial assistance for rent or mortgage payments for eligible households. This includes financial assistance for rent or mortgage payments past due beginning April 1, 2020 and onward. Financial assistance is a one-time payment with opportunity for renewal based on availability of funding and the household's need for additional assistance and continued eligibility. The RMRP was originally scheduled to end on December 31, 2020, but a new program was rolled out January 1, 2021. The new program will be run through a centralized state clearinghouse, contracted by the Virginia Department of Housing and Community Development for renters. Landlords will be able to apply for assistance through Virginia Housing (formerly VHDA).

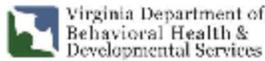
AUDITS/REVIEWS:

We had a DBHDS audit of our Permanent Supportive Housing Programs the end of November for Road2Home and KEYS. The audit focused on our operational fidelity to the PSH model and best practices. And while we are in compliance with the model and best practices, the auditor was extremely critical of the documentation around Housing Plans and progress notes. We just received the monitoring letter and are working on a corrective action plan. We are extremely disappointed in the results of the audit. It was reported that they know that we are doing the work and working well with the individuals and have outstanding housing stability rates. However, the documentation of the sampling of file reviews does not meet acceptable standards. So, the outcomes are good, the paperwork is not. We are meeting regularly to remedy the situation.

PROGRAM CHALLENGES/SIGNIFICANT ISSUES:

Without a doubt, COVID-19 continues to cause considerable anxiety and challenging issues with residents and tenants who cannot go to services or programs, cannot meet with most of their support staff, have limited social activities, have problems with maintaining lease conditions at the best of times, have little to no resources to ease boredom, anxiety, or depression, etc. We have had to address several evictions due to behavioral issues in a number of programs. We are seeing people get arrested, go to jail, and go to local hospitals more frequently. The more the social isolation continues, without the ability to afford or access escapes from the isolation, the more challenges individuals and staff face.

While we are working hard to prevent H-NNCSB clients from being evicted from their housing, we are also trying to help other clients secure housing. With the eviction moratorium and people not moving from housing for a variety of “normal” reasons, vacant units have been difficult to find. Property managers who work with us have put our requests on a waiting list because it is taking months to have a vacant unit to offer. This continues to be a challenge as the moratoriums are extended. But with the limited number of vacant units, property managers are also in a position to take on new residents who are not as risky as the individuals we serve. People with higher incomes, less criminal history, and better credit are much more attractive to lease to than the individuals we are working with - so they wait or are denied. This just adds to the frustrations experienced by the staff as well.



Permanent Supportive Housing

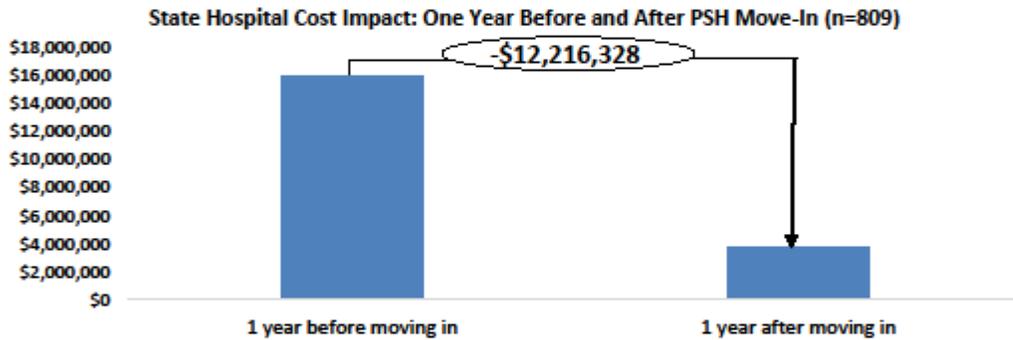
What is Permanent Supportive Housing (PSH)? PSH is an evidence-based practice that combines affordable rental housing with community-based services to address the treatment, rehabilitative, and recovery support needs of participants.

Background

- More than three decades of research show supportive housing reduces utilization of emergency, crisis, and institutional care and improves housing stability for highly vulnerable people.
- Supportive housing is a critical resource to ensure Virginia’s compliance with the Olmstead decision for individuals with disabilities. Lack of housing is the most common barrier to state hospital discharge.
- DBHDS analysis concluded that 5,000 units of PSH are needed to address critical housing and support needs of the most vulnerable homeless and institutionalized individuals with serious mental illness.

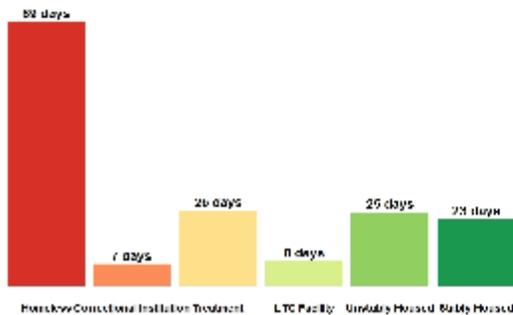
Outcomes and Cost Impact

- DBHDS’ 20 PSH programs operate in every region and have housed 1,129 individuals.
- 89% are still stably housed after one year.
- 202 individuals have been directly discharged from a state hospital to PSH.
- State hospital utilization by PSH participants decreased 76% the year after move-in, resulting in avoided costs of \$12.2 million.



Prioritization of Adults with Serious Mental Illness

- Individuals being discharged from a state hospital receive first priority for any open PSH slot
- Individuals leaving a supervised residential program (group home, assisted living facility)
- Individuals experiencing long-term homelessness
- Individuals frequently using crisis, local hospital, or criminal justice systems due to unstable housing



PSH providers are effectively targeting highly vulnerable individuals with multi-system involvement reflecting failed interventions and poor outcomes.

In the 180 days before PSH individuals spent, on average:

- 89 days in homeless shelters or on the streets
- 7 days in jail or prison
- 26 days in a treatment setting
- 25 days in unstable housing arrangements
- 23 days in stable housing

Only 18% spent even one night in stable housing.

Information Technology

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.

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:
 - 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.
 - IT is working with Cox Business Solutions to implement new phone system. Implementation is underway. All non-Campus locations have been completed. Campus configurations and installations are underway. Upon completion of this project, all H-NNCSB locations with H-NNCSB managed phones will have the ability to perform station-to-station dialing via five digit extensions. The project is expected to complete by the end of February.
 - IT is working with Human Resources to implement a new tool for position postings, submission of applications by applicants, applicant tracking, electronic onboarding, and eventually performance management. This tool is estimated to be fully implemented by April.
 - A new virtual application system (Citrix) is planned for Spring/Summer 2021. The current Citrix environment is overdue for a major redesign. IT has engaged a consultancy to assist with design, implementation, and training. This new configuration will address a risk mitigation goal: the new system will have onsite and cloud redundancies, so that if the main system housed on Campus hardware is unavailable, a cloud configuration will be activated.
 - IT policies are under review. As part of this process, some new policies are being developed. Associated processes will be developed or refined. Currently, about one policy per month is reviewed and revised. Some policies will be retired while a few new security-related policies will be drafted for ELT review and discussion.

Network and Computing Support Services.

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, Initiatives and Activities:

- The IT Department continues to refine its Help Desk and IT support processes within ServicePRO Helpdesk Support Management system. IT plans to evaluate ServicePRO enhancements that permit an enterprise model in which many departments may use ServicePRO, potentially improving communication, work processes, and reporting.
- The IT Department has configured a hosted help desk product called Happy Fox. The product has been demonstrated to the manager of Facilities Maintenance, and it will probably be adopted by that department shortly. Once implemented, this will allow Facilities staff to easily track and respond to staff requests. Other departments may potentially use the system, and IT will configure, support, and manage Happy Fox for those departments.
- The IT Department manages Agency cell phones. As part of a new initiative, a periodic review of usage is provided to Agency leadership, who can use the data to determine best use of cell phones for their divisions. IT has worked with the vendor to “right size” our cell phone plan as part of an adjustment to increased phones and meeting minute requirements. Adjustments to plans occurs about every other month. As part of the Cox phone system implementation, a configuration allows for an H-NNCSB phone “app” on non-Agency mobile phones; the app would provide the ability for an H-NNCSB employee to mimic their desktop phone to send and receive calls. While this could decrease the cell phone costs, this would involve policy, technical, and support changes and these will be reviewed by ELT. IT is developing several policy frameworks for ELT discussion.
- The IT Department continues to monitor and manage the daily backup of critical Agency data and when necessary associated restoration of data. Backups are performed at the main Campus location and copied to another H-NNCSB location.
- The IT Department continues to perform activities related to maintaining the confidentiality, integrity, and availability of the Agency’s information resources.
- The IT Department 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.
- The IT Director is developing a long-term technology framework, which will comprise IT capital improvement activities by year, over several years. A multi-year framework assists with system, staff, and cost planning and budgeting. The framework will also

- include health record planning and usage and potential shifts in medical records management.
- Fiscal year 2021 objectives for Information Technology focus on improvements to virtualization technologies; greater use of cloud services (as a component of risk reduction from on premise hardware failure); implementation of mobile device management; increased security tools implementation; and electronic workflows. Potential capital projects include replacement of aging infrastructure equipment in Campus buildings and remote locations. *Some capital projects are put on hold or reprioritized due to COVID-19 and related budget considerations.*
 - As requested by various programs within the Agency, IT has engaged several vendors in order to get quotes for installation of new camera at various locations. Vendors have provided quotes, the quotes were approved, and we are awaiting scheduling information from the vendors. One location, Transcend Place, is currently having cameras installed.
 - Currently evaluating Microsoft Exchange and Lync for upgrade to new versions of the products. This will involve upgrading the software on all of the PCs at the Agency.
 - On request by the program and division director, IT has developed a web site for the SEFP program, www.sefp.org. This will eventually be imploded into or referenced from the new Agency web site.
- The following projects are scheduled for implementation within the first six months of the current calendar year:
- *Citrix (virtual infrastructure, see the previous section for highlights).* A new Citrix virtual application environment has been built as a test, in part, using the Microsoft Azure platform, Microsoft’s cloud hosting environment. Human Resources and Financial Services staff used the new test environment to access a new version of Great Plains – the Agency’s payroll, general ledger and human resources system - to evaluate new version components and features. The test environment was the first step toward a migration of on premise services to cloud or hosted environments. Migrating existing and building new mission-critical systems in a cloud environment allows for eventual reduction of required on premise technology hardware, a shift in management to cloud services, and mitigation of risk of “single point of failure” that now exists for Campus-based enterprise systems.
 - *Citrix (hardware).* New hardware to replace existing Citrix infrastructure components has been installed. Final design and configuration is planned to be completed by spring 2021. *This will be part of the Citrix virtual infrastructure project.*
 - *Internet.* A new public site (www.hnncsb.org) is under development. IT has met with division leads and their designees to determine what is current and any improvements they would like to see in a new public web site. IT is developing several options. Updated sample sites will be available for review in fall or winter 2020.

- *Laptop and desktop encryption.* Evaluation of encryption technologies is in progress. Once evaluation and a pilot test have completed, encryption will be enabled on laptops as they are deployed. A pilot is underway in IT. Testing and implementation plans should be complete by spring 2021.

Medical Records.

Medical Records 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:
 - 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.
 - Process releases and medical records request.
 - Meet with clients for completion of authorizations to disclose (release of information).
 - Phone inquiries.
 - Scan and validate client medical records into record management software. Clinical program support.
 - Process records request for program and Agency audits.
 - Staff continuously scan incoming client documents daily into eView, our third-party records management system.
 - Medical Records and Informatics have been responding to requests for data from several audits. This has been extremely time-consuming but staff have been able to maintain support while responding to audit data requests.
- Projects:
 - Medical Records staff are currently reviewing records within Profiler of clients who are closed to the Agency. Destruction dates are being identified and management is consulting with the EHR software vendor to develop a potential plan to execute the

purging of records. In addition to purging records within Profiler, staff will also work with Milner to remove records within the external document repository.

- Medical Record Department is in the process of updating all HIM policies to ensure the Agency remains compliant with all rules and regulations. Also, ensure proper training of staff in regards to release of client information.
- Medical Records is viewing new procedures for destroying records electronically within our EHR system. The goal is to permanently destroy client records who were discharged from the Agency and who have not been seen in the last six years. This is new to the Agency and new to the current EHR system. The process of destroying the records from the EHR system and the document imaging system includes a submission of destruction to the Library of Virginia.

Data Informatics.

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.”

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.
 - 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 working on new forms for Homeless Services and Property Management. Staff are also working with Quality Management to develop a new Comprehensive Needs Assessment.
 - 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. Data is being compiled for reports related to Medicaid Expansion, Program Waiting Lists, SPQM and DD Waiver.
- 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.
 - As part of employee orientation for new-hires, provide training on the Agency's EHR (Profiler).
 - Informatics is reviewing the current training model for Profiler to determine if training may be optimized to provide more applicable and efficient training to new staff.
 - Submit the CCS3 file monthly. This requires data review, validation, and communication to programs if data corrections are required. The Error and Missing Data Element Report, provided to managers and supervisors, assist with these processes.
- New Health Record Activities:
 - IT has completed preliminary discussions and product demonstrations with five potential EHR vendors related to the establishment of Agency requirements for the selection of the Agency's next EHR. Presently, four vendors will provide multi-day demonstrations to the core team. Three have been conducted so far; the last demonstration is expected to be completed by the end of February. The core evaluation team represents financial, technology, quality management, and clinical areas.
 - In preparation for an anticipated EHR system migration, the Data Informatics Team has been diligently working to compile reports for program distribution identifying missing and erroneous client data to be updated by Agency staff. These efforts will result in accurate data, allowing for a smoother data transfer.
 - The Data Informatics Team has been meeting with programs to verify required data and workflows. This information will be used as part of a cleanup effort for the existing system as well and planning materials for the next health record.
 - Potential EHR vendors responded to a detailed product feature survey. The survey is an important tool that is and will be used to narrow the final system a primary and a potential secondary. A secondary system choice is necessary, should the initial system of choice have insurmountable contractual or feature (lack of) issues.
 - The next few steps to occur over the upcoming months in the search for a new health record include:
 - Demonstrations are being scheduled for systems that seem to be a possible fit for H-NNCSB (three completed, on demonstration pending).
 - Once demonstrations are complete, the core team will meet to determine which products are the primary and secondary selections.
 - Formal pricing and proposals will be requested, either in form of contract proposals or RFPs.

Special Section – COVID-19 Related Activities

- Technology initiatives (*all-department activities*) related to recent program closings and staff layoffs and furloughs include:
 - Scanning and electronically filing documents associated with the TDT program, as well as ongoing Medical Records activities.
 - Disabling and associated account close-out tasks for staff who were laid-off.
 - Disabling and associated account suspension tasks for staff who were furloughed.
 - Providing additional support services to staff who assumed work of those who departed.
- Change in tasking priorities:
 - Equipment procurement for COVID-19/telework/telehealth activities.
 - Changes of project priorities, including capital projects, to address the need to upgrade the current virtual application infrastructure.
- The entire IT department has focused activities to support telework and telehealth, as required by conditions related to COVID-19. Activities include:
 - Procurement of Zoom (audio and video telehealth application) licenses.
 - Configuration of Zoom for security, use, and logon.
 - Deployment of Zoom accounts to providers, including how-to-use and appropriate-use overviews and discussions; ongoing support is provided via Help Desk services.
 - Deployment of additional cell phones for remote staff.
 - Deployment of additional laptops for remote staff.
 - Procurement of webcam devices for IDD/ICF location desktops (presently on order).
 - Bandwidth increases for the Campus location to accommodate remote work requirements.



VIRTUAL MEETING OF THE BOARD OF DIRECTORS

Thursday, December 17, 2020, 5:00 p.m.

Virtual Meeting

CALL TO ORDER

Members of the Board, Guests, and Staff were welcomed, via Zoom, to the Virtual Meeting of the Board of Directors for the Hampton-Newport News Community Services Board (H-NNCSB) by Mr. Thomas Morehouse III, Board Chair, who called the meeting to order promptly at 5:00 p.m. on December 17, 2020.

REMARKS OF THE CHAIR

In his remarks, Mr. Morehouse asked that Members of the Board remain mindful that Virtual Board of Director Public Meetings will continue to be conducted using the Zoom medium in efforts to comply with the current State of Emergency and Social Distancing requirements that remain in full force and effect in the Commonwealth of Virginia due to the COVID-19 Pandemic. Furthermore, and in compliance with electronic meeting regulations, Mr. Morehouse announced that in efforts to assist with conducting effective electronic meetings, Members of the Board of Directors would find included in their Board Package, required “Special Rules” for their review and use during the meeting. He asked that all meeting participants take time to review the Special Rules in order that the most professional electronic meetings of the Board of Directors can be held during this time of the Pandemic.

ROLL CALL

Board of Directors

Mr. Morehouse called the Roll of the Members of the Board of Directors for the Hampton-Newport News Community Services Board who confirmed their Zoom Meeting attendance, then muted their listening devices as instructed: Mrs. Venneria Thomas, Vice Chair; Mr. Steven Bond, Treasurer; Mrs. June Owens, Secretary; Councilman Chris Bowman; Councilman Steven Brown; Dr. Arva Davidson; Mr. Randie Dyess; Mrs. Jane Hobbs; Mrs. Charisse Mullen; Mrs. Mary Stewart; and Dr. Elva Williams Hunt.

Executive Leadership

Team and other

H-NNCSB Staff: Additionally, Mrs. Cunningham performed the Roll Call of the Executive Leadership Team and other H-NNCSB staff which confirmed the attendance of: Mrs. Natale Christian; Dr. Daphne Cunningham; Mrs. Raymona Barnes; Mrs. Sherry Hunt; Mr. Anthony Crisp; Dr. Melanie Bond; Mrs. Kimberly Thompson; Mrs. Carol McCarthy; Mr. Thomas Miller; Mr. Robert (Bob) Deisch; Mr. Ryan Dudley and Mrs. Joy Cipriano and Ms. Renee Davenport. It was noted that Ms. Davenport, Office Manager, will be acting in the absence of Gloria Mercado recording the meeting of the Board of Directors.

PUBLIC COMMENT

The Board of Directors received no public

ACTION ITEM

A-1. The Minutes of the Board of Director Meetings for December 17, 2020 were approved as written.

STANDING BOARD COMMITTEE REPORTS

**Budget Finance
And Audit** Mr. Steven Bond, Committee Chair, reported that the Budget, Finance and Audit Committee held its Virtual meeting on Monday, December 14th at 4:00 p.m. Mr. Bond informed the members that at the meeting, members reviewed the financial statement and other information for the H-NNCSB and its entities, the Hampton-Newport News Property, Co., Inc., Share-a-Homes of the Virginia Peninsula and Trust for the Disabled. A full report will be provided to Board of Directors once it is available.

During the meeting, Mrs. Barnes reported that the staff have worked hard to continue providing services and maintain revenue targets during the

pandemic. Mrs. Barnes also informed the group that the Agency continues to seek alternative funding, such as developmental disability retainer payments for Day Support Services, revenue payments to support our group homes and additional billing opportunities for intensive community treatment services provided by our PACT Team, through DMAS.

In an effort to make staff compensation more competitive while continuing to maintain our valuable employees, Mrs. Barnes informed the committee that this year's budget includes a 3% COLA increase for all full and part time staff effective January 8, 2021. The Leadership team is very happy to provide this increase as the last COLA increase was awarded in Fiscal Year 2019.

The meeting continued with a review of the H-NNCSB cash balances, operating reserve and line of credit, where no utilization has been reported on the latter. The committee also reviewed the reports for aging and earned revenue, unbilled services and employee health insurance. With regards to the health insurance, Mrs. Barnes pointed out that our health insurance is under our budgeted projections for FY 2021. Kudos was given to Human Resources for successfully conducting this year's open enrollment virtually.

The committee continued their meeting by reviewing the CSB's divisional net income, variance analysis, program reviews and a thorough review of financial statements through October, 2020.

Mrs. Barnes reminded attendees that the 2020 budget planning process will begin next month.

Councilman Brown commended the Financial Services team for their hard work and excellence put forth this year. Mr. Morehouse expanded these accolades to include the entire staff of the CSB for taking careful watch over our fiduciary responsibilities as it relates to revenue, expenses and receivables. Further, Mr. Bond thanked the CSB Leadership for providing the COLA to full and part time employees in recognition of staff's efforts during these challenging times.

In closing, Mr. Bond announced that the next Budget, Finance and Audit Committee meeting has been scheduled for Monday, January 25, 2021 at 4:00 p.m.

**EXECUTIVE
DIRECTOR
UPDATE**

Mrs. Christian announced that the Agency is looking at ways to provide a bonus for all staff. If the Agency is able to award a bonus, it will occur after the COLA increases are issued. Mrs. Christian will keep the Members of the Board updated on the progress of the bonus.

There will be a recruitment to fill the CFO position recently vacated by Denise Newlon. Mrs. Barnes has submitted her application for consideration. Mr. Morehouse will assist in the hiring process for the position.

Mrs. Christian announced that the Budget, Finance and Audit, Community and Governmental Relations Committee, Quality Management Committee, and Nominations and Selections Committees, and the Strategic Planning Committee will be meeting in January. She advised that our current Strategic Plan is active through 2021 and that January's meeting will focus on evaluating where the Agency is with the current plan in addition to discussing steps for developing our new Strategic Plan.

Mrs. Hunt provided an update on the Governor's FY 2021 amended budget. She reported that based on positive revenue reports, the budget restores many of the earlier COVID 19 funds that were cut. In addition, funding for STEP VA and as well as other items that we were supportive of retaining such as DD Waiver, reimbursement rate increase, supportive housing, etc., remain intact in this budget. She further stated that the request to transfer LIPOS funding from localities to DBHDS is in this budget. This transfer is concerning and is seen by CSB as supporting the shifting of resources from the communities to the private hospital. The request for funds for Discharge Planning position for state facilities did not make it to this budget.

Additionally, Mrs. Hunt reported that the regional budget hearings will take place virtually on January 6th of 2021 at 10:00 a.m. The purpose of the hearings is to receive comments on the Governor's proposed amendment for the 2022 biennial state budget. Public registration to speak at one of the public hearings will occur on Tuesday, January 5th.

In closing, Mrs. Hunt informed the Members to please contact her if they would like to participate to present comments at the public hearing.

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December 17, 2020
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**PROGRAM
HIGHLIGHTS**

Mr. Morehouse announced that Members of the Board received Program Highlights from Division Directors of the Administrative Divisions which provides an overall viewpoint of what conspecific information to assist in the overall perspective of what continues to take place at the CSB during this time of the pandemic.

CLOSING

There being no additional discussion from Members of the Board or Division Directors regarding their Program Highlights, Mr. Morehouse, and Councilman Brown wished everyone a Happy Holiday season. Members were reminded of the Monthly Planners provided in the back of their Board Packages for virtual events throughout the months of December and January as well as the dates the CSB will be closed due to the upcoming holiday season. In addition, Mrs. Stewart expressed words of sympathy for the recent passing of Mrs. Christian's family members. Mrs. Christian thanked everyone for their expressions of condolences.

ADJOURNMENT

There being no additional business to be discussed, the Virtual Meeting of the Board of Directors for the Hampton-Newport News Community Services Board adjourned at 5:28 PM.

Thomas F. Morehouse, III
Board Chair

Mrs. June Owens
Secretary

*Respectfully Submitted,
Renee Davenport*

FY21 Monthly Planner

January 2021

01		Agency Holiday ~ Happy New Year
04	10:00 AM	Regional Leadership Team Virtual Meeting
05	11:30 AM	Executive Leadership Team
06	9:00 AM	Weekly Communication/BD Meeting
06	10:00 AM	Quality Management Director Meeting
06	1:00 PM	TDO Execution Meeting
07	12:00 PM	H-NNCSB Monthly Physicians Meeting
07	2:00 PM	Nominations & Selection Committee
07	4:00 PM	Hampton Violent Crime Committee
08	10:00 AM	Weekly Fiscal Leadership Meeting
11	10:00 AM	Monthly HR Leadership Meeting
12	9:00 AM	Weekly Deputy ED Leadership Meeting
12	11:30 AM	Executive Leadership Team
12	1:30 PM	Steering Committee Meeting
13	9:00 AM	Weekly Communication/BD Meeting
13	4:00 PM	Quality Management Committee
14	1:00 PM	STAC Meeting
15	10:00 AM	Weekly Fiscal Leadership Meeting
18		Agency Holiday Martin Luther King Day
19	9:00 PM	VACSB Legislative Conference
20	9:00 AM	Weekly Communication/BD Meeting
20	10:00 AM	VACSB Combined Business Meeting
21	4:00 PM	Strategic Planning Committee
22	10:00 AM	Weekly Fiscal Leadership Meeting
26	9:00 AM	Weekly Deputy ED Leadership Meeting
26	1:30 PM	Hospital Stakeholders meeting
27	9:00 AM	Weekly Communication/BD Meeting
28	5:00 PM	HNNCSB Board of Directors Meeting

FY21 Monthly Planner

February 2021

01	10:00 AM	Regional Leadership Team Virtual Meeting
01	3:00 PM	Semi-monthly COVID-19 Call with DBHDS
02	9:00 AM	Weekly Deputy ED Leadership Meeting
02	11:30 AM	Executive Leadership Team
03	8:00 AM	DBHDS Bi-Monthly Update Meeting
03	9:00 AM	Weekly Communication/BD Meeting
03	10:00 AM	Quality Management Director Meeting
04	12:00 PM	H-NNCSB Monthly Physicians Meeting
04	2:00 PM	Nominations & Selection Committee
05	9:30 AM	VACSB Leadership Team Conference
05	10:00 AM	Weekly Fiscal Leadership Meeting
08	10:00 AM	Monthly HR Leadership Meeting
08	1:00 PM	MHWG: Single Access Point and Community Resources
09	9:00 AM	Weekly Deputy ED Leadership Meeting
09	11:00 AM	Executive Leadership Team
09	1:30 PM	Steering Committee Meeting
09	7:00 PM	Newport News City Council Meeting
10	10:00 AM	Weekly Communication/BD Meeting
10	6:30 PM	Hampton City Council Meeting
11	10:00 AM	Region 5 Hospital Forum
12	10:00 AM	Weekly Fiscal Leadership Meeting
15	3:00 PM	Semi-monthly COVID-19 Call with DBHDS
16	9:00 AM	Weekly Deputy ED Leadership Meeting
16	11:30 AM	Executive Leadership Team
17	8:00 AM	DBHDS Bi-Monthly Update Meeting
17	9:00 AM	Weekly Communication/BD Meeting
19	10:00 AM	Weekly Fiscal Leadership Meeting
23	9:00 AM	Weekly Deputy ED Leadership Meeting
23	7:00 PM	Newport News City Council Meeting
24	9:00 AM	Weekly Communication/BD Meeting
24	6:30 PM	Hampton City Council Meeting
25	5:00 PM	HNNCSB Board of Directors Meeting