



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

**Thursday, January 25, 2018, 5:00 p.m.**

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

### **Board Officers**

Wanda Rogers, **Chair**

Pixie Killebrew, **Treasurer**

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

Beatrice V. Dahlen, **Secretary**

### **Members of the Board**

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



## *V i s i o n*

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

## *M i s s i o n*

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



## **Strategic Planning Goals (2017 - 2021)**

### **Strategic Objective #1**

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

### **Strategic Objective #2**

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

### **Strategic Objective #3**

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

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**DATE:** January 18, 2018  
**TO:** Members of the Board of Directors  
**FROM:** Natale Christian, Executive Director  
**SUBJECT:** **Meeting of the Board of Directors  
January 25, 2018, at 5:00 p.m.  
CSB Campus Board Room, 300 Medical Drive, Hampton, VA**

Greetings Members of the Board:

Happy New Year! Hopefully everyone fared well during the recent snow emergency. Although we were forced to close the agency on January 4<sup>th</sup>, Members of the Board of Directors will be happy to know that there were no major incidents as a result of the snow storm.

Attached for your review and consideration is the Agenda and Package for the **Board of Directors Meeting of the Hampton-Newport News Community Services Board (H-NNCSB)** scheduled on **Thursday, January 25, 2018, at 5:00 p.m.**

For your information, Members of the **Strategic Planning Committee** held their quarterly meeting on **Wednesday, January 10<sup>th</sup>, at 4:30 p.m.**; and Members of the **Budget, Finance and Audit Committee** are scheduled to meet on **Monday, January 22<sup>nd</sup>, at 4:00 p.m.** immediately followed by a meeting of Members of the **Community Relations / Governmental Affairs Committee at 4:30 p.m.** that same date. Please mark your calendars and remember that Board Standing Committee meetings are open to all Members of the H-NNCSB Board of Directors.

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

NWC:gvm  
Enclosures

## MEETING OF THE BOARD OF DIRECTORS

Thursday, January 25, 2018, 5:00 p.m.

CSB Campus Board Room

### A G E N D A

1. **Call to Order**
2. **Remarks of the Chair**
  - Introduction of Guests
  - Other Remarks
3. **Public Comment Period**
4. **Action Items**
  - **A-1** Minutes of the Board of Directors Meeting of December 21, 2017
  - **A-2** Budget, Finance and Audit Committee Recommendation
5. **Standing Board Committee Reports**
  - Strategic Planning Committee
  - Budget, Finance and Audit Committee
  - Community Relations / Governmental Affairs Committee
6. **Consideration Item**
  - **C-1** Hampton City Council Tour & Presentation – *January 24, 2018, 9:00 a.m. – 11:30 a.m.*
7. **Information Items**
  - **I-1** Addiction and Recovery Treatment Services (ARTS)
  - **I-2** STEP Virginia
  - **I-3** Medicaid Expansion
  - **I-4** DD Urgent Waiver Waiting List
8. **Program Highlights**
9. **Adjournment**

## ACTION ITEMS

January 25, 2018

### A-1. Minutes of the Board of Directors Meeting of December 21, 2017

**Issue:** Board approval of the Minutes of the Board of Directors Meeting held on Thursday, December 21, 2017.

**Background:** Minutes of the Meeting held on December 21, 2017, are included in the Board Package for review by Members of the Board of Directors.

**ACTION:** Board approval of the Minutes of the Board of Directors Meeting held on December 21, 2017.

**Enclosure:** Minutes of the Board of Directors Meeting of December 21, 2017.

### A-2. Budget, Finance and Audit Committee Recommendation

**Issue:** Board Approval of the FY19 Proposed Budget Planning Assumptions and Budget Development Calendar.

**Background:** Each year Members of the Budget, Finance and Audit Committee begin the year with a Proposed Budget Planning Assumptions review and Budget Development Calendar from staff for the next fiscal year. This year, Members will be provided this information from staff at their upcoming Committee meeting scheduled for Monday, January 22, 2018. This process is the kick off to the preparation and approval of the FY19 Budget and Performance Contract completion with the Dept. of Behavioral Health and Developmental Services.

Upon review and consensus, Members of the Budget, Finance and Audit Committee plan to seek Board of Director approval of the Proposed Budget Planning Assumptions review and Budget Development Calendar for FY2019 at the next meeting of the Board of Directors scheduled for Thursday, January 25, 2018. Please be advised that this meeting and review is open to all Members of H-NNCSB Board of Directors.

**ACTION:** Board approval of the FY2019 Proposed Budget Planning Assumptions and Budget Development Calendar.

**Red Folder Item:** Copy of FY19 Proposed Budget Planning Assumptions and Budget Development Calendar.

## CONSIDERATION ITEM

### C-1. Hampton City Council Tour

**Issue:** Hampton City Council Tour and Presentation – *January 24, 2018.*

**Background:** In lieu of providing a Hampton-Newport News Community Services Board (H-NNCSB) update at a Hampton City Council Work Session, the Hampton City Council has requested to tour select programs and receive an Agency update on site. Staff have arranged for Members of the Hampton City Council to be picked up by bus and provided with tours of group homes and the H-NNCSB Campus. The tour will conclude with an overview presentation in the Board Room of the Hampton-Newport News Community Services Board.

**ACTION:** If you are available to attend this very important event, please contact Ms. Mercado at your earliest convenience.

## INFORMATION ITEMS

### I-1. Addiction Recovery Treatment Services (ARTS)

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

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

**Update:** There is an ongoing need for services for many individuals who do not have Medicaid ARTS coverage. While the H-NNCSB served over 2,700 individuals with substance use disorders last year, many did not have Medicaid or health insurance.

Staff continues to review workflow and staffing patterns to ensure access to care, along with evaluating the demand for specific services and resource allocation. Staff meet with community stakeholders on an ongoing basis to define the need and ways to partner to serve individuals who are in need of substance abuse treatment.

### I-2. STEP Virginia

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

**Background:** The *System Transformation, Excellence and Performance in Virginia* (STEP Virginia) model was designed to assure more consistency of services provided by CSBs across the Commonwealth. Through a collaboration between the Virginia Association of



Community Services Boards (VACSB), and the Department of Behavioral Health & Developmental Services (DBHDS), STEP Virginia is a system-wide transformation effort, and the recommendation of the Deeds Commission / SJ47 Committee. This model promotes improved access to screening, assessment, and treatment.

**Update:** In accord with Legislation passed in FY18, STEP VA is now mandated by *Code*, and requires that all Community Services Boards implement Same Day Access and Primary Care Screening in FY19. The H-NNCSB continues consultation with MTM Services to move forward with this process. The next consultation meeting will be held in February 2018.

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

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

**Background.** Approximately 60% of individuals accessing H-NNCSB services depend on Medicaid for services. H-NNCSB also served over 4,000 uninsured individuals last year. This cannot be sustained without insurance revenue.

**Update:** Medicaid Expansion is included in the Governors Proposed 2018- 2020 Biennial Budget. The proposed biennial budget includes \$104.3 million general fund dollars to address critical needs across the behavioral health and developmental services system. We support Medicaid expansion and have advocated with local Legislators to educate about the needs of the individuals the Agency serves.

### **I-4. DD Urgent Waiver Waiting Lists**

**Issue:** The-Commonwealth of Virginia has over 11,000 Individuals on the Waiver Waiting List.

**Background:** Although the Hampton-Newport News Community Services Board (H-NNCSB) serves over 900 adults and children who have developmental disabilities in case management, residential homes, and day support services, we have 56 individuals on the *Priority One* Waiting List, 261 on the *Priority Two* Waiting List, and 173 on the *Priority Three* Waiting List.

**Update:** Increased Waiver slot funding continues to be a primary component of the legislative agendas for both the Virginia Association of Community Services Boards (VACSB) and Department of Behavioral Health and Developmental Services DBHDS. H-NNCSB joins with the VACSB to request the funding of 344 additional Family and Individual Supports (FIS) Waivers and 80 Community Living (CL) Waivers.

# **CLINICAL PROGRAM HIGHLIGHTS**

## **YOUTH AND FAMILY SERVICES**

**Lisa S. Hogge, Director**

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

#### **Children's Behavioral Health Urgent Care**

- The Children's Behavioral Health Urgent Care Center will host two regional trainings during the months of February and April of 2018. The topics will include issues related to treating individuals in the Lesbian, Bisexual, Gay, Transgender, and Questioning (LGBTQ) Community as well as treating the High Functioning Individual with Autism. (SO#3)

#### **Comprehensive Outpatient Services (COS):**

##### **Outpatient Therapy**

- COS Outpatient recently re-hired Ms. Shantora Chamberliss, LCSW to fill our sixth and final therapist position. Shantora has extensive experience with the agency and will return from the University of South Carolina where she has spent the last year providing clinical services to their students. We are very pleased to have such a skilled clinician return to outpatient.

##### **Psychiatric Services**

- Dr. Ramiz Audi resigned from the agency during the month of November 2017 leaving approximately 280 patients to reassign. Dr. Audi also served as the psychiatrist for the Children's Behavioral Health Urgent Care Center (CBHUCC) providing ten hours of crisis psychiatry per week. Dr. Heimman, Children's Medical Director and Dr. Srivastava, Psychiatrist, will manage the care of the 280 patients that require reassignment. Dr. Srivastava has taken over the leadership of the CBHUCC as the program psychiatrist. Based on the hard work and dedication of the outpatient team, the transition has gone remarkably well.

##### **Tele-psychiatry**

- Regional Tele-psychiatry Services provided by Dr. Srivastava ended on January 1, 2018 due to under-utilization of the service.

##### **Psychological and Forensic Services**

- Dr. Tauchen, Staff Psychologist began maternity leave on December 24, 2017. Psychological testing services will resume upon her return.

##### **Intellectual and Development Disabilities (IDD) Case Management**

- Keisha Carroll, Program Manager, participated in 12 Project SEARCH interviews on November 28-29, 2017 for the 2018-2019 school year at the Hampton Sentara Careplex Hospital. Project SEARCH continues to provide hands-on training to students with disabilities through internships at health-care facilities.

- Ms. Carroll attended the Hampton City Schools Special Education Advisory Committee on November 14, 2017.
- The Child and Adolescent IDD Case Management Program presented 25 individuals for waiver slots during the months of October and November 2017. The total number of waiver individuals for the Child and Adolescent IDD program is 59.
- The program is pleased to welcome Ms. Lawanda Wells as the new IDD Clinical Services Supervisor effective November 13, 2017. Ms. Wells brings a wealth of experience to the program from the Adult IDD Division.

#### **Child and Adolescent Mental Health Case Management**

- Marjory Dodson, Supervisor, provided an internal training on the topic of Newport News Family Assessment and Planning Team Service Coordination. Attendees included Case Managers and Supervisors of the C&A MH CM, IDD CM, and NNHF CM programs. (SO#2)
- The Hampton Balanced Approach to Success and Empowerment (BASE) meeting was held on December 12, 2017, with representatives from Hampton City Schools, Hampton Dept. of Social Services, Hampton Healthy Families, and the HNNCSB. This team's focus is on meeting the needs of elementary age students, to promote success and consistent attendance at school. (SO#2)
- A local 7 Eleven franchise donated Thanksgiving and Christmas holiday meals to families of the Child and Adolescent Case Management program. (SO#2)

#### **Hampton Healthy Families Case Management**

- Kellye Parker, Supervisor, attended a Hampton Healthy Families Team meeting on November 16, 2017, where she provided an overview of HNNCSB services. (SO#2)

#### **Newport News Healthy Families Case Management**

- A Healthy Families America training was held in Richmond on December 11<sup>th</sup> – 14<sup>th</sup>, 2017, and was attended by one recently hired Healthy Families Case Manager. This core training provides the fundamental elements and strategies required to implement the Healthy Families America home visiting curriculum. (SO#2)
- An initial planning meeting was held on December 15, 2017, for the Vision 21 pilot project through Smart Beginnings of the Virginia Peninsula (SBVP), with participation from Julie Duregger of SBVP, Lisa Hogge and Beverly Smith. (SO#1)

#### **Newport News & Hampton Court Services Unit**

- Dr. Boyd and Tamara Dozier presented an overview of H-NNCSB Youth and Family Services to staff of the Hampton Court Services Unit on December 15, 2017. The session focused on crises services and substance use services for adolescents.
- Ms. Dozier completed her first psycho-educational group for the Hampton Court Services Unit and is currently accepting referrals for an Aggressive Replacement Training group and future substance use groups.
- Shica Simpson continues to provide psycho-educational substance use services in Newport News Secure Detention.
- Dr. Boyd and detention therapists represented the H-NNCSB at the centers' winter gathering for families and residents held on December 13, 2017.
- Dr. Boyd participated in both JDAI collaborative meetings held in Newport News and Hampton during the month of November. (SO#3)

- Dr. Boyd attended a regional AMIkids provider meeting in Norfolk on December 1, 2017. AMIkids has referred cases for the Newport News and Hampton Court Services Units for psychiatric and psychological evaluations. (SO#3)

### **Newport News Juvenile Drug Treatment Court (NNJDTC)**

- Juvenile Drug Court welcomed a new therapist, Ms. Juquala Dunlap on December 1, 2017. Ms. Dunlap brings us experience from Newport News Public Schools, the public treatment sector, and the Portsmouth Adult Drug Court.
- The new 9- month modified track for NNJDTC is set to begin and will start accepting participants on 01/10/2018. NNJDTC is currently operating with one judge, the Honorable Judy Kline as Judge Barry Logsdon remains on extended medical leave. (SO#3)

### **Therapeutic Mentor Services**

- Therapeutic Mentor Staff and numerous program consumers participated in the 8<sup>th</sup> Annual Boys Conference of the Hampton City Schools on November 18, 2017. The theme of the conference was “Engaging the Whole Child, the Whole School, and the Whole Community”. Mr. Dion Witherspoon, full time Therapeutic Mentor and part-time Behavioral Counselor in Therapeutic Day Treatment, served as a guest speaker during a workshop. His session was focused on self-management, self-awareness and decision making skills.
- During the month of December 2017, approximately 40 program youth participated in Bingo Night. This activity served as venue for promoting socialization skills, building relationships, and the use of art for self-expression and engaging in positive leisure activities.
- Peer groups scheduled in the months of November and December focused on appropriate conversational skills and interpersonal skill building. Staff engaged youth holiday activities such as making ginger bread houses, arts and crafts projects to include making holiday stockings, edible Christmas trees, and holiday cards, which youth were encouraged to give as gifts to family members and/or teachers.
- A large number of adolescent participants continue to participate in weekly cooking classes to assist with the development of independent living skills.
- Paul Greggs, Therapeutic Mentor, secured 15 holiday baskets for the families of youth in the program and all 15 baskets were distributed by staff.



### **Hampton & Newport News Therapeutic Day Treatment (TDT) Services**

- TDT program leadership participated in the planning of Hampton City Schools 8<sup>th</sup> Annual Boys Conference. All in attendance were enriched by Jay Barnett, Youth Inspirational Speaker and Bestselling Author. An agency vendor table was hosted by Director, Lisa Hogge, TDT Administrator, Nicole Jackson, and TDT Treatment Coordinator, Dr. Debbie Hood.
- Calvin Cooper and Dion Witherspoon added critical support in the overall planning and execution of this event, both of whom provide Therapeutic Mentoring and Therapeutic Day Treatment Services at the agency.
- Director, Lisa Hogge, and Administrator, Nicole Jackson, continue to support the needs of the entire school division by attending Executive Stakeholder and BASE/HERE meetings. In an effort to target emotional and behavioral needs in the elementary level, Nicole Jackson and Dr. Debbie Hood were invited by Hampton City Schools to serve on the Tier III Behavior Team for assessing and implementing strategies.
- Director, Lisa Hogge, and Administrator, Nicole Jackson, attended the interest and planning meeting for the Newport News Public Schools Student Wellness Initiative on December 11, 2017. Mrs. Jackson plans to serve on the advisory team for mental health wellness. In support of Professional Development, Clinical Intervention Specialists, Linda Davis and Rebecca Bedio are planning to conduct a training for Newport News Public School Student Support Specialists in January of 2018.



### **Prevention Services**

- Prevention Services were advised by DBHDS that we could revise our Logic model again back to using the classification label, ATOD, for Alcohol, Tobacco and Other Drugs. We were previously advised to list each drug separately, such as, alcohol, tobacco, marijuana and prescription drugs.
- H-NNCSB Prevention Services has entered into a Joint Venture Contractual with the Peninsula “Commonwealth Prevention Alliance” to share the intellectual property utilized in the PASTop STOP Opiate Abuse campaign and related consultation needed to pilot a media campaign by the HNNCSB to reduce Opiate Abuse. The process will involve working with a statewide Opiate Prevention Coalition in the state of Pennsylvania to adapt their media campaign to prevent opiate abuse for our communities. Funds used to support this effort include the \$60,000 Opiate Prevention Grant from DBHDS. These grant funds will require a detailed service delivery strategy with definable outcomes which decrease the prevalence of opiate use in our communities.

- H-NNCSB Prevention Services is a member of the Region V Suicide Prevention Task Force. The DBHDS awarded a grant of \$125,000 to each of the five CSB regions in Virginia to implement training and related suicide prevention activities. We are scheduling trainings in Mental Health First Aid and ASSIST to provide staff and other community members with skills designed to prevent suicides.
- The Prevention Department has also completed two of the Strengthening Families Programs this year at the Agape Hands Cathedral in Newport News and the Messiah Temple Church in Hampton. We will conduct several more during this fiscal year including a program at the Juvenile Detention Facility in Newport News.

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

### **Hampton & Newport News Therapeutic Day Treatment (TDT) Services**

- The TDT leadership team headed by Nicole Jackson, Administrator, met its goal of completing all 300 plus re-assessments by mid-October and continue to rapidly respond to the unprecedented rise in referrals. Both Hampton and Newport News programs have met budgeted caseload targets and continue to work closely with Human Resources to fill staff vacancies.
- Nicole Jackson, TDT Administrator, maintains her role as the Chair of the TDT Coalition. The October meeting was hosted at Blue Ridge Community Service Board and continued to target the rapid regulatory changes and trends. The newly interpreted guidance from The Virginia Department of Behavioral Health and Developmental Services – Office of Licensing regarding “counseling” and the QMHP registry were major topics of discussion.
- To satisfy this new “counseling” interpretation, the program recently added group counseling as a compliment to TDT services within the Hampton and Newport News School Systems. This service is being offered by the program’s Clinical Intervention Specialists with a curriculum focus on *Resilience Builder Program for Children and Adolescents: Enhancing Social Competence and Self-Regulation*. All students will continue to receive individualized TDT services, as deemed clinically appropriate.

## **ADULT CARE COORDINATION**

**Bob Deisch, Director**

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

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

#### **Regional Supervised Housing / Transcend Place**

- Program Nurse, Nursing Supervisor and Program Manager continue to coordinate to ensure that all clients’ medical and psychiatric appointments were scheduled accordingly. Clients are accompanied to their appointments.
- Clients were supported in choosing and enrolling in health care plans due to the Commonwealth Coordinated Care Plus transition.



### **PATH/Newport News Outreach/Safe Harbors/Project Onward**

- PATH and NN Outreach continue to enroll clients in Health Care for the Homeless and utilizing SEVHS clinic on HNNCSB Campus. Clients with GAP insurance are linked to primary health care. Continue to utilize MCV for specialty services for the uninsured and those covered by GAP.

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

### **Regional Supervised Housing / Transcend Place**

- During the months of November & December 2017 the program did not meet the monthly revenue target due to there being two (2) vacancies because of discharged clients in the program as well as one (1) client being admitted to Riverside Behavioral Health Center since December 8, 2017.
- There were minimal billing errors for the months of November & December.

### **PATH/Newport News Outreach/Safe Harbors/Project Onward**

- PATH met their CCS3 target for November and is under for December.
- Newport News PORT met their CCS3 target for November and December.
- Safe Harbor exceeded their CCS3 target for November and are under for December.
- Project Onward under their target for November and December. They have 1.5 full time positions and the full time staff resigned at the end of November. This position has been filled.

### **Adult Mental Health Case Management**

- Billing errors have been reduced by around 90%
- CCS3 requirements were met for Nov. Revenue targets were met for Medicaid in Nov. when billing corrections were completed. GAP revenue was at 50 percent due to AMHCM being down 4 staff. 4 New staff have been hired. 13 GAP referrals have been assigned and 5 were opened in Dec.

### **Road 2 Home**

- Program has met the CCS3 requirements.

### **Reinvestment Case Management, Consumer Monitoring and Mobile Crisis Response Team**

- CCS3 requirements were met for November and December 2017.

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

### **Regional Supervised Housing / Transcend Place**

- None during the reported months.
- All staff are constantly encouraged to participate in training and opportunities that will help them advance in their careers (i.e. seeking licensure, taking advantage of additional trainings offered by the agency, and returning to school for continued education)

### **Adult Mental Health Case Management**

- All required trainings are up to date. Supervisors and Manager attended CCC Plus trainings.

### **PATH/Newport News Outreach/Safe Harbors/Project Onward**

- David Hudson covered for the supervisor 12/26/17-01/02/2018 effectively.

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

### **Road 2 Home**

- Case managers continue to attend the Service Coordination and Assessment Network meetings twice a month to present clients for housing options in the community and obtain referrals for Road 2 Home. The outreach workers continue to provide outreach to various sights in both Hampton and Newport News cities.

### **PATH/Newport News Outreach/Safe Harbors/Project Onward**

- NN Outreach and PATH staff remain busy with outreach to area shelters and the great outdoors. 17 new clients in PATH for November 2017 and 15 for December 2017. 19 new clients for NN Outreach for the months of November 2017 and 13 for the month of December 2013.
- 2 Safe Harbor/Onward clients have moved to the community to permanent housing, 1 client moved to a private rental and 1 client moved to Hilton Plaza Adult Home.
- PATH/Staff continues with presenting and accepting referrals from SCAAN committee for referral to all housing programs. Outreach in NN PORT shelters has begun on Tuesday and Thursday evenings. PATH Staff will be providing outreach to A Night's Welcome in Hampton on Mondays. Many other clients have transitioned to Adult MHCM services, SA CM services and Project Link Case management services that have received GAP or Medicaid. GAP continues to be a great assets for this population and has made access to treatment much easier.

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

### **Adult Mental Health Case Management**

- 13 GAP referrals have been assigned and 5 were opened in Dec. We will be assigning more GAP referrals next week. Once we reach our GAP target we will begin assigning Medicaid referrals.

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

### **Adult Mental Health Case Management**

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



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

#### **Adult Mental Health Case Management**

- Case Managers continue to link clients to Southeastern Virginia Health System when they do not have an assigned Primary Care Physician and continue to encourage clients to obtain annual physicals, attend all medical appointments, and to address medical needs on the Individualized Service Plan and during collateral or face to face contacts.

#### **Reinvestment Case Management, Consumer Monitoring and Mobile Crisis Response Team**

- Staff continue to utilize the Sentara Grant at Southeastern Virginia Health System to gain access to medical care for indigent consumers. .

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

#### **Regional Supervised Housing / Transcend Place**

- One (1) client admitted to Riverside Behavioral Health Center on 12/8/17.
- One (1) potential client awaiting approval on admission paperwork.

#### **Road 2 Home**

- Since the beginning of the grant Road 2 Home has housed 71 individuals and 56 remain in housing today. There are 4 more individuals approved for housing and 9 individuals to be presented for housing approval.

#### **Adult Mental Health Case Management (AMHCM)**

- For November, there were a total of 473 clients enrolled in AMHCM, 368 of those are Medicaid and 17 are GAP. 2 more Medicaid clients are pending and 5 Medicaid clients closed in November and December.
- **Waiting List**
  1. Medicaid- 64 Turnaround time is usually 2 weeks
  2. GAP- 23 Turnaround time is usually 4 to 6 weeks
  3. Geriatric- 13
- Enhanced Care Coordination program has ended December 31, 2017, and all clients have been transferred to AMHCM.

#### **PATH/Newport News Outreach/Safe Harbors/Project Onward**

- Onward Permanent Supportive Housing Program has capacity of 16 clients. Currently there is one male opening. Safe Harbor Permanent Supportive Housing Program capacity is 24 clients. Currently there is one female and one male opening. There was no SCAAN meeting in the month of December. Emergency Housing/Shelter full most if the months of November and December. (Capacity is 8). Male emergency housing suffered from an infestation of bed bugs. (Very common among homeless individuals). This slowed down some move in and move outs.

#### **Reinvestment Case Management, Consumer Monitoring and Mobile Crisis Response Team**

- **Reinvestment Case Management-** In the month of November, there were 13 acute care admissions, and 12 discharges.
- In the month of December, there were 11 acute care admissions, and 10 discharges.

- **Consumer Monitoring-** In the month of November, there were 96 consumers served. Staff monitor civil and Not Guilty by Reason of Insanity (NGRI) forensic cases. In the month of November, there were 18 discharges from Eastern State Hospital. In the month of November, there were 54 NGRI consumers served; 34 were in State Hospitals (Eastern and Central State), 18 were on conditional release in the community.
- In the month of December, there were 95 consumers served. In the month of December, there were 13 discharges from Eastern State Hospital. In the month of December, there were 54 NGRI consumers served; 34 were in State Hospitals (Eastern and Central State) and 18 were on conditional release in the community.
- **Mobile Crisis Response Team-** In the month of November, there were 41 consumers served. Staff completed 11 short GAP assessments in this month.
- In the month of December, there were 35 consumers served. Staff completed 8 short GAP assessments in this month.
- One MCRT case manager resigned in November and the vacancy was filled in December.

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

#### **PATH/Newport News Outreach/Safe Harbors/Project Onward**

- Still experiencing an increasing number of calls for housing services for families with children. Always more in need of shelter than available shelter beds. Winter shelters opened in October/November. They will be a welcome site!

### IV. Service recognitions and/or other items you want to brag about that is relevant to your service area

#### **Regional Supervised Housing / Transcend Place**

- The program remains on target with their overall revenue projection, despite the client vacancies.

#### **Adult Mental Health Case Management**

- We exceeded our Medicaid target for the month of Nov. Met CCS3 targets for Nov. AMHCM continues to donate to our food pantry to assist our clients in need.

#### **PATH/Newport News Outreach/Safe Harbors/Project Onward**

- Safe Harbor had 3 clients approved for Social Security benefits during these months. Onward had 1 client that was approved for Social Security Benefits. PATH/NN Outreach had 2 GAP approvals and 2 Medicaid approvals. Wait list for doctor appointments have slowed down GAP assessments.
- Homeless Services took several clients to Newport News Par Celebration of lights during the Holidays.

## ADDICTION AND RECOVERY TREATMENT SERVICES (ARTS)

**Anthony Crisp, 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 (H-NNCSB) reputation as the premier provider in the context of the changing Virginia's behavioral health system.

- ARTS will continue to build-out its array of treatment and recovery services as community demands dictates and funding is available. (1A, 1D)
  - Moral Reconciliation Therapy (MRT) will be implemented at the **Newport News Drug Treatment Court** Program in January. MRT is an evidence based treatment program designed to work with the criminal justice population. This therapy effectively helps offenders to identify and to become accountable for their behaviors. Research has showed that drug courts that use MRT are more successful than those that don't.
  - The **Intensive Outpatient Program (IOP)** received a 6 month licensure review and was approved to continue to provide services. Licensure citations will be addressed.
- ARTS will examine workflow, infrastructure and staffing to assure rapid access to treatment. (1E)
  - **Next Step Psychosocial Program** has 22 individuals currently enrolled, with a maximum capacity of 30. A new counselor started on 11/6/17 and with the retirement of Next Step Counselor, Sue Phillips on 11/9/17; we have another new counselor starting 1/8/18.
  - **Partner in Recovery (PIR)** Nurse, Patricia Doyle, LPN, retired effective 12/29/17. We were fortunate and have a tentative start date for a new LPN on 1/3/18.
  - The **IOP** Therapist schedule was revised to improve client accessibility to services and to increase staff productivity.
  - An additional **PIR** outpatient group was added on Wednesday evenings, with the first group being held on 12/20/17. The group has a capacity of 10 and there are 6 individuals currently enrolled.
  - **Southeastern Family Project (SEFP)** staff continues to complete referral screening forms and make return contact to schedule a face to face assessment within 48 hours of contact. Staff are now identifying workflow processes and other barriers that may delay service enrollment.
  - The waitlist for **Case Management Services** has been eliminated and referrals are being assigned as received by the program.
- ARTS leadership will monitor financial processes tied to service delivery to assure revenue projections are met. (1B)
  - Program Managers continues to meet with the Financial Services monthly, to review their program budgets and billing reports to ensure that all billable services are completed within the billing cycle, as well as to ensure that services are billed accurately; primarily, new services.

- Program Managers are working with Financial Services and various MCO's to assure that programs and staff are credentialed to obtain reimbursements for services rendered.
- ARTS will continue to provide up-to-date training to staff to meet the changing needs of the behavioral healthcare environment, which includes public policy changes, population demographics and various evidence-based practices that better meet the needs of the people we will serve. (1G)
  - Tashima Harris, Clinical Supervisor, for the **Hampton-Newport News Adult Drug Treatment Court**, attended the week long Moral Reconciliation Therapy (MRT) training and will be the facilitator of this group for all Phase 1 participants.
  - All clinical staff, under the ARTS division, that need ASAM training, have been assigned to the ASAM training modules, through the Change Companies; in adherence with DBHDS and DMAS guidelines for qualified addictions professionals utilizing ASAM Placement criteria.
  - PIR Manager received 42 CFR, part 2 training.
  - PIR Manager participated in the CMHRS/DMAS 2 part Webinar training surrounding the January, 2018, CCC+ rollout.
  - PIR Manager participated in the SABG Block Grant Webinar.
  - **Project Link/Case Management** staff attended a variety of trainings to include: "Two faces of the same issue: Housing instability and homelessness in rural and urban communities." The Program Manager also attended the 42 CFR Part 2; Block Grant Webinar Series - SABG Requirements Related to Women and Children and Capacity Management Requirements; REVIVE; and CMHRS Transition to CCC Plus.
  - ARTS Director participated in the SABG Block Grant and the CCC+ webinars.

**Strategic Objective #2:** To pursue further revenue diversification and expansion of services, supports, and prevention activities so that the Hampton-Newport News Community Services Board can improve the quality of life for the individuals, families, and communities we serve.

- ARTS leadership will work closely with DMAS, DBHDS and CCC+ MCOs to minimize out-of-pocket expenses to person served, but maximize revenues from third-party payers. (2B)
  - Issues surrounding the MIS number for the **Intensive Outpatient Program** have been resolved, through Magellan, and service authorizations are being submitted without incident.
  - PIR Manager met with the ARTS Coordinator for AETNA, to discuss Care Coordination services, in preparation for CCC+ rollout in January, 2018.
  - PIR Manager participated in the weekly DMAS call.
  - The ARTS Director participated in the Virginia Drug Treatment Court Advisory Planning and Development Teleconference Committee meeting on December 13<sup>th</sup>. Continued discussion around funding and partnering with others to get the word out about the benefits of drug courts.

- ARTS leadership will work with the agency's Communication and Development Director to promote and make the community aware our service continuum; in particular, our residential services for pregnant women and children. (2B)
  - An informational packet on drug courts and their benefits were mailed out to the criminal defense attorneys in Hampton and Newport News to market the adult drug courts and increase referrals.
  - Communication Director, Sherry Hunt, ARTS Director and SEFP program manager completed an interview with Kyodo News, an affiliate of a Japanese news organization based in Washington DC, to address the opioid epidemic and its' effects on pregnant women (11/9/17).
  - ARTS Director provided ARTS Service overview to the nursing staff at the Peninsula Health Department District.
  - The ARTS Director is a member of the CSB's Community Engagement Committee and participated in this year's Healthcare Enrollment Fest on two separate occasions (11/4 & 12/10).

**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.

- All programs will obtain feedback from person served through forums, surveys and suggestion boxes. This feedback will be used to enhance services and improve customer service. (3C)
  - **Next Step** – 85% of those served expressed complete satisfaction of services they received. One person writes, "I truly would not know where I would be if it wasn't for the staff and all they have helped me with. I now see a lot of things in a different light thanks to this program."
  - **Partners In Recovery** – 95% of those served expressed complete satisfaction of services received. Some comments include: "everyone is great here and very respectful to me;" "I am so glad I got people who cares. THANK YOU VERY MUCH!"
  - During this time period, all surveys have reflected strong satisfaction with services at **Southeastern Family Project**.
  - **Hampton Roads Clinic (HRC)** received the following feedback via the feedback box during this reporting period: A request was made to acknowledge those individuals who have abstained from illicit substance use for a certain length of time. **HRC** does plan to conduct "abstinence banquets/recognitions" for individuals who have maintained their sobriety in the New Year. Proposed dates will be during Recovery Month and possibly during the Christmas holiday season.
  - **Project Link/Case Management Services (PLCMS):** Program surveys were made available at the front desk and in the lobby for individuals to provide feedback on the program. In addition, the Program Manager mailed surveys and contacted a sample of individuals enrolled in the program to obtain feedback for the program. Overall feedback received by these means indicated that individuals are satisfied with the services received by program staff. One individual requested additional housing resources and a second individual requested specific support which fell outside the

scope of the program. Education regarding limits of the program was provided as well as identification of possible community resources.

- ARTS leadership will continue to work with our community partners and stakeholders to enhance services, to improve service accessibility and increase service utilization in all program area. (3B, 3C)
  - The Hampton Drug Court Advisory Committee met on November 30, 2017. Discussion focused on increasing referrals and the census. Sherry Glasgow, Program Administrator, stressed the importance of this due to funding issues.
  - Virginia Cooperative Extension Services continue to provide education at both adult drug courts on healthy nutrition twice a month.
  - Although there has been budget cuts in adult education at Newport News Public Schools, the school system continues to provide GED twice a week at Newport News Adult Drug Court.
  - Sherry Glasgow, Program Administrator, and ARTS Director attended the Statewide Veteran Advisory Committee Meeting in Hanover, VA. Best standards for Veteran dockets were discussed and five applications were reviewed and voted on.
  - Newport News Adult Drug Court held its 17<sup>th</sup> graduation. Nine participants successfully completed the program. Councilwoman Sharon Scott was the keynote speaker. Local, state and federal legislature were in attendance.
  - Vera Daniel, Veterans Coordinator, represented adult drug courts at the Hampton Newport News Community Criminal Justice Board Meeting.
  - PIR Manager and ARTS Director met with Peggy Howard Murvin, Newport News Criminal Justice Agency (CJA), to discuss collaborative work in providing Clinical Assessments, at **Partners in Recovery**, for individuals receiving Re-Entry services through the CJA.
  - SEFP manager met with Hampton Dept. of Social Services staff and Joy Cipriano, H-NNCSB, regarding assistance for housing clients as the client transition from **Southeastern Family Project (SEFP)**. Housing limitations have been an ongoing discharge issue and with shorter duration in treatment, housing resources have become an even a greater need.
  - **Project Link/Case Management Services (PLCMS)**: The Quarterly HIV Testing and Education Clinic was held in conjunction with the Minority Aids Support Services at the main campus on December 12<sup>th</sup>.
  - The ARTS Director met with the chief of the Hampton Probation and Parole Office and the Deputy Chief of the Newport News Probation and Parole Office. I gave them both an overview of ARTS Services and ask their assistance in offsetting some of the cost of providing services to the people they refer to us; especially, those referred for SEFP.
  - At the regional MHSA Director meetings, the ARTS Director reminded his colleagues about the **SEFP** Program and how the directors could utilize their SARPOS funds to help pay for extended services; not paid by managed care insurances.



- The ARTS Director will continue to participate on the agency-wide dashboard team to improve performance measures and to identify best value and practice approaches to planning and delivering quality behavioral health care services. (3A)
  - The Dashboard Team rolled out the board-wide “*waiting list*” Protocol at the November Management Team. In addition to providing an oral presentations with slides; written instructions, with screenshots, were provided to each manager.

### Other Items of Interest

- **PIR** Program Manager attended the monthly CCC+ meetings and Re-entry Committee meetings, as well as the Quarterly Peer Recovery Supervisors Meeting.
- **Next Step** participants attending the Annual CSB Thanksgiving Luncheon.
- **SEFP** Cleo Jackson, Peer Recovery Specialist, began peer recovery training, during this period.

### Addiction and Recovery Treatment Services (ARTS) Team

Tony Crisp, ARTS Director

Katalin Cannady, Program Manager, ARTS Case Management Services

Sabrina High, Program Manager, Hampton Roads Clinic (HRC)

Luxtracia Gregory, Program Manager, Partner in Recovery (PIR)

Tambrya Klemer, Program Manager, Southeastern Family Project (SEFP)

Sherry Glasgow, Administrator, Hampton & Newport News Adult Drug Treatment Courts

## DEVELOPMENTAL SERVICES

Carol McCarthy, Director

### 1. Creative Options

Creative Options enrollment was 118 individuals. The average daily attendance in the program during the month was 86.

*To pursue an expansion of services and training so that the H-NNCSB can offer services to ID/DD private providers and agencies within the greater community.*

Creative Options continues to look for opportunities to expand volunteer opportunities for individuals. The DOJ Settlement Agreement and Wavier Redesign is about containing cost of services and integration of the non-disabled and disabled in work/volunteer sites. As part of this goal, Ms. Plessinger, Manager, has been exploring options on the Peninsula. Habitat for Humanity Restore Donation Center is interested in partnering with Creative Options. At this time, paperwork to waive responsibilities of staff and individuals is being reviewed by our Quality Management Director.

*Assist individuals with ID/DD in leading more productive and autonomous lifestyles, and to promote healthy choices through premier services, advocacy, and education.*

During the holiday season many individuals participated in giving back to the community through delivering Christmas cards and delivered to the Veterans Hospital in Hampton.

Creative Options participated in a retirement celebration for Ms. Jane Hobbs. Ms. Hobbs retired on 12/31/17. She has worked at the HNN CSB for twenty four years and has been an advocate for individuals with disabilities for in everything that she has done. Ms. Hobbs retirement celebration included Hampton Mayor Donnie Tuck, Senator Frank Wagner, Delegate Jeion A. Ward, Councilman Jimmy Gray, and Dr. Turner Spencer, as well as many co-workers and staff. The Creative Options individuals prepared a letter to Jane thanking her for the many years of advocacy, parties, and events in the community. Jane once stated in an interview ***“I will never retire. I will keep planning parties and I will keep lobbying. My goal is to educate family members of people with disabilities. We must come together as a group and fight for our loved ones.”***

## 2. **Residential**

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

As of the end of December, 2017, there are 48 individuals residing in the Waiver homes and 10 in the ICFs. The Residential program continues to have a vacancy at Terrace Place due to the death of an individual in September. We continue to seek possible candidates for admission but during the month, there were no tours. There is also a vacancy at Aberdeen Gardens waiver home and Gilbertson Lodge ICF.

Aberdeen Gardens has not yet been converted to an ICF due to a delay in the processing of the program’s policies by the Virginia Department of Health (VDH). During the month, we learned that DMAS will screen ICF applicants beginning in March of 2018 and that there are new regulations being implemented regarding this new process. We expect this to have an impact on the conversion of Aberdeen Gardens to an ICF; however, the plan is to move forward with the conversion. The individual who has been identified for the vacant bed at Aberdeen has a Community Living Waiver and her Support Coordinator is checking with her parents to determine if they will move forward with her admission while Aberdeen remains a waiver program. An individual has been identified for Gilbertson Lodge; she completed her trial visit this month and was recommended for admission. The plan is to move forward with admission in January 2018.

*To pursue an expansion of services and training so that the HNNCSB can offer services to ID/DD private providers and agencies within the greater community.*

Residential Services policies were revised during the month to reflect updated regulations concerning Home and Community Based Services (HCBS) requirements. All Residential Supervisors have been previously educated on the HCBS requirements which were initially added to the policies in 2014; however, a refresher training is planned for January 2018 to review current policies and recent updates that have been made as we have become more educated on the HCBS requirements.



Three Person-Centered Thinking courses were scheduled for the year to be facilitated by Daphne Cunningham, Director of Residential Services. This two-day training is required of all Residential Staff. More courses may be added as the need arises.

*Assist individuals with ID/DD in leading more productive and autonomous lifestyles, and to promote healthy choices through premier services, advocacy, and education.*

Several individuals spent time with their families over the Christmas holiday. They also enjoyed a variety of Christmas events including parties, plays, and city light displays. The individuals continue to enjoy going out into the community with their peers and the staff continue to look for different and new experiences to which the individuals can be exposed in order to help increase their community connections. The enhancing of community connections is a priority in the upcoming year.

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

The Residential Program continues to experience a dismal response rate to position vacancies. As a result, there are several part-time vacancies in the Residential program. The Director of Residential Services will coordinate with Human Resources to evaluate any other options to attract applicants, as there appears to be a significant decline in applicants over the last few years. This has caused a great strain on the program and the ability to cover shifts which may result in the use of overtime.

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

As previously noted, there will be some changes in the admission process for individuals seeking ICF placement. Preliminarily, it appears that the revised regulations center around ensuring that an ICF level of care is the least restrictive setting for people being considered for that level of care. While DMAS will begin to screen the applicants for suitability for admission to an ICF, the individual ICF retains the responsibility for the admission process.

### **3. Support Coordination**

During the month of November 2017 a total of 642 individuals were supported by Adult Support coordination (477 Community Living Waiver, 47 Family & Individual Support Waiver, and 26 Building Independence Waiver individuals received services. The Statewide Waiver Waiting List consists of (Priority 1-56, Priority 2-261, Priority 3- 173).

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

The Department of Behavioral Health and Developmental Services (DBHDS) has released two webinars targeted to Support Coordinators that are assisting adults in the Settlement Agreement population to access their own rental housing in the community. Webinar 1 covers Housing Readiness Assessments and Housing Action Plans. Webinar 2 covers completing the DBHDS Housing Resource Referral Form and Flexible Funding.

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

DBHDS released Building Independence (BI) waiver slots under what used to be “Day Support” waiver slots. These are slots that were not being used across the State. These slots have been made available to CSBs who have requested them for individuals *seeking integrated, independent living or already in that type of situation who need additional supports*. The BI waiver slots are not for individuals living with their families who just want day services.

The following bullets are information from the *Regional Support Coordination* meeting held on November 14. It is imperative that the Support Coordinators and Providers adhere to the DBHDS requirements.

- CSB’s must be in compliance with the requirement to have their electronic health system interacting with WAMS as needed by June 30, 2018. Providers will go online when the CSB’s they work with go live. There will be training coming up soon related to working in WaMS that will include how to enter data in to the system. The training will include a sample person and it will place emphasis on risk and outcomes that are measurable. In the new system the Part III will be entered by the SC and will automatically pull over to the Provider Part V.
- CSB’s are experiencing challenges related to Community Engagement and Community Coaching. Providers for *Community Engagement* outside of the Day Support services are needed. As part of DMAS Audits, Reviewers will be looking for choices of employment/volunteer options outside of the day program.
- DBHDS discussed some areas on the Service Authorization that result in them being pended. Examples include Support Coordinator’s not putting Part I-IV of the Individual Service Plan into WaMS. Pended authorizations hinder providers from billing.
- One of the biggest areas of concern is related to *Consumer Directed Facilitation* paperwork. Some providers are submitting paperwork for approval that should only be used for EDCD waivers (Elderly and Disabled Consumer Directed). Unfortunately, these errors result in the provider not getting paid as the family is the employer of record.
- Environmental Modification Request are being requested for individuals which are not medically necessary.
- When providers are requesting a customized rate for challenging individuals it is not the Support Coordinator’s responsibility to do the paperwork. Providers should call their Community Resource Consultant for guidance.

**4. Advocacy/Our Choices**

On December 1<sup>st</sup>, 2017, Our Choices Advocacy Group Members held a Silent Auction Art Show and Bake Sale fundraiser. Several of the Individuals worked hard for many weeks to express their originality and bring something special to the event for the art auction. While at the event, Our Choices Volunteers greeted patrons with a smile and temptations of tasty homemade baked treats, and happily showcased their art creations. One Our Choices volunteer entertained would be shoppers with some Christmas music to get everyone in the spirit. At the end of the day, the individuals from Our Choices raised over \$550. They plan to use these funds to organize and go on an educational and exciting day trip which they will vote on next month.

## **MEDICAL SERVICES DIVISION**

**Baltej S. Gill, M.D., D.F.A.P.A., Sr. Medical Director**  
**Anne Whitaker, RNC, BS, Director of Nursing, and Adult Outpatient Services**

### **Division Goals**

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

PACT has had to halt Wellness groups for this month due to being down staff. We look forward to resuming the Walking group, Healthy Living group, and a Women's Assertiveness group in the New Year.

PACT is pleased with the successful working relationship they have with Genoa, our onsite pharmacy. The pharmacy provided holiday goodie bags for the PACT individuals. The bags brought smiles to many.

PACT is happy with the care provided at SEVHS, our onsite primary care services and they enjoy the convenience of the co-location. Staff encourage all of their individuals to utilize this service for their PCP needs.

Bright Beginnings is linking individuals to SEVHS for primary care services if primary care is needed. Staff assist in contacting SEVHS for scheduling appointments and assistance in caring for medical needs.

Individuals at PSR continue to utilize Genoa Pharmacy services and find it very convenient when they are at program and can walk to building 200 for their medication pick-ups. Staff, as well find the pharmacy convenient and are better able to advocate for individuals and often assist with ensuring medication is filled when out of meds or medication concerns arise.

Bright Beginnings is committed to promoting wellness and offers a daily walking group as well as fitness groups, nutrition groups and ongoing Health Education is provided by local Nursing Students.

Adult Comprehensive Outpatient Services (ACOS) actively refers to SEVHS and appreciates the walk-in availability for individuals having urgent care needs. Two individuals were sent directly from clinic in December for elevated blood pressure. ACOS staff work closely with Nurse Sinkler, Nurse Practitioner. SEVHS provided care to 36 individuals. They had 26 no shows and 8 individuals rescheduled.

Genoa Pharmacy Services continues to grow here on campus. Individuals and their family members are benefiting from the extra time and care provided by the staff at Genoa. We have had wonderful reports this month individuals on how they enjoy the time and attention they receive from the Genoa staff. The pharmacy served 832 individuals in the month of December, up 31 individuals from the month of November.

ACOS is encouraging participation in Chronic Disease Self-Management workshop classes for individuals with chronic health concerns including: heart disease, hypertension, arthritis, asthma and diabetes.

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

ACOS remains down two psychiatric provider positions.

We were saddened to have the early retirement of Dr. Peter Smith due to medical issues and happy to welcome Lisa Kelleher, Nurse Practitioner to our Medical Services family in November. She is adjusting well to the fast paced clinic. We continue to actively recruit for Psychiatric providers.

The clinic continues to see new individuals discharged from Correctional facilities or hospital on TDO, and those most at risk for hospitalization. We have had our part time psychiatrist provide some extra time to assist in ensuring our existing patients are cared for. There is a waitlist to receive services for medication management at this time.

ACOS has 1,931 individuals enrolled to Medication Management services.

Geriatric Services has an enrollment of 601 individuals over 55 years of age.

ACOS Therapy Services has 342 individuals enrolled. There is currently 13 individuals waiting for an assessment into therapy services. We have one therapist on extended medical leave and one working on building her caseload.

Governor's Access Plan for the Seriously Mentally Ill (GAP) has no wait to complete short or long assessments.

PACT had the loss of their psychiatrist, Dr. Huq. His position was filled with Dr. Kuchibhatla also known as Dr. K. He came to us from Obici Hospital. We are happy to have him here on campus. Due to ongoing staff turnover the team is currently unable to enroll new clients. They remain down 2 Support Counselors, with one starting the first of the year. We currently have a wait list of 10 and hope to have positions filled and staff trained and working at full capacity very soon..

PSR had 49 individuals enrolled in services during the month of December. The highest day of attendance was 32 and lowest was 19 individuals. Average daily attendance was 25, consistent with November. We are steadily getting new referrals and striving to maintain an enrollment of 55 – 60 individuals. Barriers to getting intakes scheduled include: inability to contact referrals or lack of response, no shows and cancellations for scheduled intake assessments.

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

PACT was unable to meet monthly revenue target for December due to three new staff who were in training and unable to bill. PACT's current enrollment is 71.

PACT Forensic did exceed their monthly revenue target for December. Great job Forensic PACT!

19 Individuals are enrolled under the Forensic Enhancement.

Bright Beginnings has exceeded their monthly billing target once again for December. 12 assessments were completed and 4 new intakes as well as 3 annual/6 month reviews. Keep up the great work!

ACOS Medication Management Services and Therapy Services did not meet December monthly target due to vacant positions.

ACOS did complete 41 Intakes out of 72 scheduled for the month of December.

33 Psychiatric Evaluations were scheduled, 30 attended (91%) 3 no showed (9%).

22 Hospital Discharges were scheduled, 16 individuals were seen and 6 no shows. (73% show rate)

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

Bright Beginnings continues their “open door” policy accepting referrals from private MHSB providers in the community and maintaining collateral contact to coordinate care. Individuals are able to walk in the door and request referral for services, and PSR has solid relationships with several of the private MHSB providers in the area.

ACOS continues to work closely with local hospitals, jails and primary care providers including SEVHS, Community Free Clinic of NN, Brentwood, EVMS and the Lackey Clinic to ensure individuals at risk are seen timely and communication is provided for optimal care for the individuals we serve.

PACT works closely with local hospitals, as well as with SEVHS and Genoa in order to improve Coordination of care upon discharge from hospital.

***Medical Services Division will stay abreast and meet the constant changing demands of Managed Care Organizations, Magellan, DMAS, Medicare, GAP and Licensing entities.***

All programs are staying alert to information pertaining to the CCC Plus transition and are actively communicating with the Managed Care Organizations.

PSR continues to assist individuals in need of transportation. Govern Assistance Program (GAP) does not cover transportation services.

## **CRISIS SERVICES**

Ryan R. Dudley, 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.

- Crisis Services continues to ensure responsiveness to crisis assessment and intervention services to ensure timely and critical response.

- **Emergency Services (ES)**, through December have conducted 1,639 crisis assessments prior to Commitment Hearing. This includes 287 conducted November with 73.4% resulting in psychiatric hospitalization (22.5% voluntary & 50.9% involuntary) and 10.8% referred to a regional crisis stabilization program. In December 241 crisis assessments were conducted, 60.9% resulting in psychiatric hospitalization (16.9% voluntary and 44% involuntary) and 7.7% referred to a regional crisis stabilization program. In addition to the aforementioned crisis assessments, ES conducted 95 assessments at Commitment Hearing in November and 81 in December, totaling 545 so far in FY2018 through December 31<sup>st</sup>.
  
- **Emergency Services'** crisis assessments were primarily requested by one of the six emergency rooms, local police and Riverside Behavioral Health Center (RBHC).
  - In November, emergency rooms accounted for 69.7%, police 10.9%, and RBHC 14.2% of listed referrals. The remainder of 5.2% include: *Self, Family, Jail, internal CSB programs*, or categorized as "*Other*".
  - In December, emergency rooms accounted for 65%, police 13.2%, and RBHC 9.5%. The remainder of 12.3% once again included *Self, Family, Jail, internal CSB programs*, or categorized as "*Other*".
  - While crisis assessments were primarily provided for adults, 13.6% (39) in November were for individuals 18 years old or younger, 20 of which led to psychiatric hospitalization (12 voluntary, 8 involuntary). In December they accounted for 9.5% (23), 14 recommended for hospitalization (5 voluntary, 9 involuntary). To enhance integration, a daily log of children and adolescents screened by ES is provided to Youth and Family Services for contact and engagement with Child and Adolescent Mobile Crisis for follow up, as appropriate.
  
- **Emergency Services'** Utilization of *Safety Net Beds (SNB)* at State Hospitals for individuals with complex psychiatric needs continues to be closely monitored by HNNCSB, DBDHS, and HPR 5 Region. SNBs include those state psychiatric beds accessed at when a private psychiatric bed cannot be located or just prior to the expiration of an Emergency Custody Order (ECO) when a recommendation has been made for involuntary hospitalization. Seven (7) adult SNBs were accessed during November (Eastern State Hospital and Western State Hospital) and none in December. Two (2) adolescent SNB admissions to Commonwealth Center for Children and Adolescents (CCCA) were facilitated in November and 3 in December.
  
- **The Regional Crisis Stabilization Center (RCSC)** continues to monitor utilization and access to residential crisis stabilization services:
  - RCSC continues to maintain high utilization of services with their 11-bed capacity with an 86.4% utilization in November and with an anticipated decrease in December to 68.9%. Utilization dropped considerably immediately prior to the Thanksgiving Holiday and increased quickly following Christmas Day. RCSC did an incredible job with admissions and maintaining the needs of individuals with complex needs during the last week of December. This trend was closely monitored with the two other regional crisis stabilization programs who were also experiencing similarly low census and referrals. The following represents the total number of individuals served from each of the Region-5 CSBs in November and December 2017:



<b><u>CSB</u></b>	<b><u>November</u></b>	<b><u>December</u></b>
H-NN	29	21
Norfolk	6	1
Chesapeake	1	4
Portsmouth	1	7
Western Tidewater	3	2
Eastern Shore	2	2
Va. Beach	5	4
Colonial	2	2
MPNN	1	1
<b>TOTAL</b>	<b>50</b>	<b>44</b>

- **Adult Forensics Services** continues to focus efforts to ensure individual's involved in the criminal justice system have access to behavioral health services to address their needs:
  - **Crisis Intervention Training Assessment Center (CITAC)**, as previously reported, was suspended on October 6<sup>th</sup> as we evaluate a more comprehensive approach for a "*Best Practice CITAC Model*" which best meets the needs of our locality and law enforcement. As an earlier adopter of the model (2009), our program lacked many resources that other CITACs later developed in the Commonwealth have operated with:
    - ◆ H-NNCSB met with Dr. Kavit, Riverside Regional Medical Center's Emergency Room Medical Director on November 9th to discuss CITAC models of care.
    - ◆ On December 20<sup>th</sup>, a HNNCSB Team visited Chesapeake General Hospital for a tour of their CITAC Program and met with CBH Director of Behavioral Health, Chesapeake Integrated Behavioral Health (CIBH), and Chesapeake Sherriff Department representatives to discuss their model as we continue to explore a potential proposal to DBHDS to reinstate a CITAC.
    - ◆ On December 28<sup>th</sup>, Crisis Director spoke with Alison Land, Vice President for Behavioral Health Services, Sentara Healthcare to discuss the benefits of a CITAC at the Hospital and to speak about interest in partnering. Ms. Land agreed to speak with Sentara CarePlex leadership to gauge interest and concerns prior to our next conversation.
  - **C.O.R.E. Program**, a DCJS Grant awarded to Hampton Roads Regional Jail (HRRJ) focused on strengthening Forensic Services in the facility, including release planning and transitional case management.
    - ◆ C.O.R.E. Case Manager supported by Jail Diversion staff has provided screening, discharge planning and a high level of intensity case management services to individuals identified as SMI and being released from HRRJ.
    - ◆ Individuals, supported by the DCJS Grant have been offered additional, time limited (90 days) supports following release assisting with securing housing and reimbursing for psychiatric medications and meeting basic needs while being transitioned to psychiatric and traditional community

- based supports, medical needs, and for benefits application/reinstatement.
      - ◆ Crisis Services represents HNNCSB on the Forensic Advisory Team (F.A.T.) which also includes involving HRRJ, CIBH, Portsmouth Behavioral Health (PBH), and Norfolk CSB, including the implementation and monitoring of this grant. The most recent meeting was held on December 20th.
- Crisis Services will examine workflow, infrastructure and staffing to assure rapid access to treatment.
  - Adult Forensic Manager and Director are identifying areas of enhancement and alignment of forensic services to address unique needs of population served, heightened focus on forensic services and current and recommended mandates and best practice implementation to include:
    - Jail Diversion/Re-entry
    - C.O.R.E
    - Restoration Services
    - Jail Based Services – Inner Reflections
- Crisis Services will monitor financial processes tied to service delivery to assure revenue projections are met.
  - Crisis Services Directors continues to meet with Program Managers regularly as well as Financial Services monthly, to review their productively, revenue targets and to ensure that all services are billed accurately.
- Crisis Services will continue to provide up-to-date training to staff to meet the changing needs of the behavioral healthcare environment, which includes public policy changes, population demographics and various evidence-based practices that better meet the needs of the people we will serve.
  - Clinical staff from Emergency Services (2) & Regional Crisis Stabilization Center (3) were able to attend the Trauma Triangle Training held in Norfolk. The training was sponsored by DBHDS providing alternative dates of November 17<sup>th</sup> and December 4<sup>th</sup>.
  - Three licensed clinicians from the Crisis Division will participate in the agency sponsored Clinical Supervision Training held onsite on January 17-19<sup>th</sup> which will enable clinicians to provide clinical supervision toward licensure as part of the agency's efforts to enhance professional development and recruitment and retention of staff.
  - Ron Clark, LCSW, Manager for Regional Crisis Stabilization Center will attend the Peer Recovery Supervisor Training in Richmond on January 24<sup>th</sup>. RCSC added a Peer Recovery Specialist to the program, effective October 1<sup>st</sup>.
  - Crisis Services Medical Director, Dr. Posadas and Division Director participated in the initial Clinical Supervision Peer Consultation Group (CSPCG) on December 13<sup>th</sup>. The Group which includes licensed clinicians representing various divisions and disciplines (LCSW &



LPC) will meet approximately every 6 weeks offering support to licensed clinicians providing clinical supervision.

- Three clinical staff in the Crisis Services Division will participate in the *Grand Rounds HPR 5 Training* scheduled for January 24-26<sup>th</sup> held in Suffolk and will be replicated throughout all of the planning regions as part of DBHDS's sponsored *Clinical Workforce Development Initiative*.

**Strategic Objective #2:** To pursue further revenue diversification and expansion of services, supports, and prevention activities so that the Hampton-Newport News Community Services Board can improve the quality of life for the individuals, families, and communities we serve.

- **Adult Forensic Services'** Manager, Dean Barker continues to be active on the Newport News Mental Health Treatment Court Advisory Planning Committee and potential Behavioral Health Docket, led by Judge Hoffman. The Newport News Sheriff's Office, on behalf of the Hampton-Newport News Criminal Justice Board (HNNCJB) had previously submitted a grant proposal requesting funding for a Coordinator.

**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.

- Crisis Services will continue to work with our community partners and stakeholders to enhance services, to improve service accessibility and increase service utilization in all program area.
- **Crisis Intervention Training (CIT)** was coordinated by Dean Barker and held from December 4 – 8, 2017. Participants included local police and sheriff's deputies in addition to personnel from the Newport News Fire Department, Christopher Newport University, Virginia State Police, the Newport News City Security and the US Marshal's Service.

### **Other Items of interest**

- Gina O'Halloran, ES Manager, continues to represent H-NNCSB on the Region 5 Emergency Services Council held each month. The most recent meeting, was scheduled for January 5<sup>th</sup> at H-NNCSB; however was canceled due to weather. The Council continues to work with Eastern State Hospital (ESH) regarding utilization of *Safety Net Beds*, barriers accessing private and public psychiatric beds timely. Members of the ES Council presented to the HPR 5 Regional Leadership Team (RLT) on November 6<sup>th</sup> regarding protocols on Regional Bed Search prior to the use of a SNB, in coordination with Frank Gallagher, ESH.
- A Regional HPR 5 meeting for Crisis Stabilization Units was held on November 17<sup>th</sup> at Norfolk CSB and included H-NNCSB, Norfolk CSB and Virginia Beach. Crisis Director and new Program Manager, Ron Clark participated. The next meeting is scheduled for February 17<sup>th</sup> and will be hosted by HNNCSB. RCSC will continue to participate in the bi-annual Statewide Crisis Stabilization Unit (CSU) meetings which include all 16 CSB operated programs and DBHDS representatives. The most recent meeting was held in Charlottesville on October 24<sup>th</sup>.



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

**Thursday, December 21, 2017, 5:00 p.m.**

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

- Present:** Mrs. Rogers, presiding; Mrs. Bethune-Hill, Mr. Morehouse, Mrs. Owens, Sheriff Roberts, Dr. Spencer, Mrs. Stewart, and Mrs. Thomas
- Staff:** Mrs. Christian, Mrs. Barnes, Dr. Bond, Mr. Crisp, Mr. Deisch, Mr. Dudley, Mrs. Hogge, Mrs. Hunt, Mrs. McCarthy, Ms. Newlon, Ms. Thompson, and Ms. Mercado
- Guests:** None

### **CALL TO ORDER**

Members of the Board of Directors for the Hampton-Newport News Community Services Board held their last monthly Board Meeting of the year on Thursday, December 21, 2017, where staff arranged dinner in celebration of the Holiday Season. Mrs. Wanda Rogers, Board Chair, presided and wished Members of the Board, guests, and staff a Happy Holiday. The December Meeting of the Board of Directors for the Hampton-Newport News Community Services Board was called to order at 5:20 p.m.

### **REMARKS OF THE CHAIR**

Mrs. Rogers used this opportunity to announce the names of Members of the Board of Directors who had already communicated their inability to attend the meeting due to illness or previously scheduled engagements; these Members included: Mrs. Beatrice Dahlen, Mrs. Pixie Killebrew, and Mr. Timothy Supler. Moreover, Mrs. Rogers reminded Members of correspondence sent to them earlier in the month regarding Mrs. Killebrew's serious accident due to a fall. She asked that all Members of the Board and staff keep Mrs. Killebrew in their thoughts and prayers as she remains hospitalized. Mrs. Rogers advised Members that a card sending well wishes to Mrs. Killebrew was circulating for Members to sign.

## **INTRODUCTION OF GUESTS**

Mrs. Christian informed Members of the Board of Directors for the Hampton-Newport News Community Services Board that while no guests were present, Members of the Executive Leadership Team were in attendance.

## **PUBLIC COMMENT**

No Public Comment was received from the audience during the Board of Directors Meeting held on Thursday, December 21, 2017.

## **ACTION ITEM**

### **A-1.**

A Motion was made to accept the Minutes of the Board of Directors Meeting held on Thursday, November 16, 2017, as presented.

### **Action**

There being no comments or discussion, the Minutes of the Board of Directors Meeting held on Thursday, November 16, 2017, were approved as presented.

## **BOARD STANDING COMMITTEE REPORTS**

### **Board Quality Management**

Dr. Elva Williams Hunt reported that Members of the Board Quality Management Committee for the Hampton-Newport News Community Services Board (H-NNCSB) held their quarterly meeting earlier in the month on Wednesday, December 6, 2017, at 4:00 p.m. in the Campus Board Room. She noted that the meeting Agenda included updates on Regulatory and Compliance matters, the Local Human Rights Committee meeting held on October 17, 2017, and Regional and State activities. Members were informed that a Report of the Board Quality Management Committee meeting had been provided for them in their red folders.

Dr. Hunt shared that during the meeting, Members of the Committee were updated by staff with regard to auditing procedures used by the Hampton-Newport News Community Services Board (H-NNCSB) along with continuous quality improvement efforts. Moreover, Members of the Board were advised that the H-NNCSB holds internal, ongoing audit reviews where staff regularly review clinical documentation and medical records on a random basis. Dr. Williams Hunt continued that the outcomes of these audits are then provided to Agency Leadership for review and action where needed. She added that Members of the

Committee were also made aware of the Quality Management Checklist and Program Improvement Plan or “PIP” which ensures that programs are providing the best quality care to the individuals served at the H-NNCSB. In addition, it was mentioned that both localities assisted with providing training on emergency preparedness for H-NNCSB residential staff in accordance with state regulations and to assure compliance at the group homes in emergency situations.

Dr. Hunt also announced that meeting attendees received a Report on the Local Human Rights Committee (LHRC) along with an update on the Committee’s implementation of new regulations. She remarked that staff advised Members of a few concerns with the new Appeals Process under the new regulations. Moreover, staff discussed the man hours required under the new regulation, concluding that the new Appeals process had been a very eye opening process and that the Agency has learned a lot from the experience and is now better prepared for the Appeals process. Dr. Hunt continued noting that staff provided Members of the Board Quality Committee with Human Rights Incidents and CHRIS Incident Reporting information for the timeframe of September 1<sup>st</sup> through November 30<sup>th</sup>.

Dr. Hunt stated that Dr. Melanie Bond, Quality Management Director, brought to the attention of the Committee a regional concern regarding the increased number of audit materials being requested in a very short window of time by HMS, an auditing entity of the Dept. of Medical Assistance Services (DMAS). An example of this concern was provided by staff, and included one CSB who received a request for 600 records to be sent to HMS within 10 days. While staff provided Members of the Committee with the concerns regarding these large audits, it was stated that the H-NNCSB had not yet had such an experience at this time.

In closing, Dr. Hunt reminded Members of the Board of Directors to mark their calendars for the next meeting of the Board Quality Management Committee scheduled for Wednesday, March 7, 2018, at 4:00 p.m.

### **Budget, Finance and Audit**

In the absence of its current Committee Chair, Mrs. Pixie Killebrew, Mr. Thomas F. Morehouse, III, Vice Chair and former Chair of the Budget, Finance and Audit Committee, advised Members of the Board of Directors that Members of the Budget, Finance, and Audit Committee met earlier in the week, namely on Monday, December 18, 2017, at 4:00 p.m. in the Board Room, to review and discuss the Financial Statements and Operating Results through October 31, 2017, for the Hampton-Newport News Community Services Board and its entities; which included the H-NNCSB Property Company, Inc., the Share-A-Homes of

the Virginia Peninsula, and the Trust for Disabled Persons. Mr. Morehouse announced that a full Report of the meeting had been provided for Members of the Board in their red folders.

Mr. Morehouse briefly stated that Ms. Denise Newlon, CSB Chief Financial Officer, provided Members of the Committee with an update on employee health insurance where she advised that for the third year in a row, the CSB was able to keep employee healthcare rates the same although the agency faced a low increase in cost. Moreover, it was reported that Agency Leadership believes staff is starting to utilize the benefit in a manner which is cost effective for both them and the agency.

Members of the Budget, Finance and Audit Committee also reviewed and discussed CSB Cash, Projections, Cash Balance Sheets, and its Operating Reserve Balance through October 31, 2017. Mr. Morehouse noted that Members of the Committee continued their meeting with a review of the Divisional Net Income - Variance Analysis of the Agency, where Ms. Newlon pointed out variances mainly related to deferred revenue among other changes that took place during the fiscal year.

Mr. Morehouse reported that while holding brief discussions on potential upcoming changes to Medicaid services, Members of the Budget, Finance and Audit Committee also took an extensive review of the Financial Statements and Operating Results, through October 31, 2017, for the Hampton-Newport News Community Services Board, the H-NNCSB Property Company, Inc., the Share-A-Homes of the Virginia Peninsula, and the Trust for Disabled Persons where no new participants were reported on the latter.

Members of the Board were informed that, Ms. Newlon advised the Budget, Finance and Audit Committee that overall, everything was in line with the FY18 Budget with no major shortfalls anticipated at this time, and that the Hampton-Newport News Community Services Board continues to be in compliance with all debt covenants.

In closing, Mr. Morehouse asked that Members please be advised that the next meeting of the Members of the Budget, Finance and Audit Committee had been scheduled for Monday, January 22, 2018, at 4:00 p.m. in the CSB Campus Board Room.

**Community Relations/  
Governmental  
Affairs**

Mrs. Venerria (Ven) Thomas provided Members of the Board with the report of the Community Relations / Governmental Affairs Committee in the absence of its Committee Chair, Mrs. Beatrice Dahlen. She noted that Members of the Committee met on Monday, December 18, 2017, at 4:30 p.m., in the Campus Board Room. It was stated that Members received updates from staff with regard to the Virginia General Assembly, the Dept. of Behavioral Health and Developmental Services (DBHDS), Local Initiatives, Board of Director Events, and other Advocacy Group information.

Mrs. Thomas shared that Members of the Committee used their meeting to review the next steps in accordance with the updated 2018 Political Engagement Calendar, a copy of which had been provided to Members of the Board in their red folders. Members also discussed their recent Annual Legislative Breakfast held earlier in the month on December 13<sup>th</sup>, where good attendance and positive feedback was noted. Regarding the Governor's Proposed 2018-2020 Biennial State Budget hearings, scheduled on Wednesday, January 3, 2018, in Virginia Beach at 12:00 p.m., Mrs. Thomas mentioned that Members and Staff reviewed the recently released Governor's Proposed 2018-2020 Budget, and Mrs. Sherry Hunt, Communications and Business Development Director, pointed out a few items during the meeting that looked very favorable for behavioral health. She asked that Members of the Board of Directors who were interested and available to speak at the upcoming Public Budget Hearings to please inform Ms. Mercado of their interest. It was announced that Board Member Talking Points would be provided.

Among other items of importance, Mrs. Thomas advised that Members of the Community Relations / Governmental Affairs Committee discussed other upcoming events in 2018 to include the VACSB 2018 Legislative Conference scheduled mainly on Tuesday, January 16<sup>th</sup>, in Richmond, along with the Hampton City Council Field Visit scheduled for Wednesday, January 24, 2018. She added that Members also discussed the Annual Virginia General Assembly visit and concurred that Members would continue to meet One-on-One with Legislators as last year. Mrs. Thomas also informed Members of the Board that updates on all events reported would be provided to Members of the Board as they were confirmed.

In closing, Members of the Board of Directors for the Hampton-Newport News Community Services Board were advised that the next meeting of the Community Relations / Governmental Affairs Committee was scheduled for Monday, January 22, 2017, at 4:30 p.m. in the Campus Board Room.

## **CONSIDERATION ITEMS**

Mrs. Rogers reminded Members of the Board of Directors to be mindful of the upcoming *Governor's Proposed 2018-2020 State Budget Public Hearings* scheduled on January 3<sup>rd</sup> in Virginia Beach. Members were also asked to consider attending the *2018 Legislative Conference of the Virginia Association of Community Services Boards* scheduled on January 16<sup>th</sup> and 17. Members of the Board who had not already done so were asked to provide Ms. Mercado with their availability to attend either of these events.

## **INFORMATION ITEMS**

With regard to update on Information Items provided in the January 2018 Board Package, Mrs. Christian announced that staff wanted the evening to be a celebration in order to thank Members of the Board for their time and to provide them with dinner, so she really did not have any additional comments to add to the meeting besides bringing their attention to the information in their red folders.

Additionally, it was mentioned that there was an ad placed in the *Daily Press* highlighting the Hampton-Newport News Community Services Board (H-NNCSB) support of the health insurance "Enrollfest" held earlier in the month. Mrs. Christian advised that several staff participated in the event to support healthcare enrollment and the promotion of H-NNCSB services. It was shared that Ms. Hunt was a speaker for the program that was also attended by Governor Terry McAuliffe.

Furthermore, Members of the Board were made aware of another *Daily Press* article by Mrs. Christian covering a REVIVE Training conducted by Ms. Alethea Lambert, Peer Recovery Coordinator. She noted that this particular REVIVE Training was attended by our own, Mrs. Beatrice Dahlen, Board Member. Members were reminded that additional REVIVE Trainings would be held in upcoming months. With that, Mrs. Christian wished Members of the Board of Directors a Merry Christmas and thanked them for volunteering their time.

## **PROGRAM HIGHLIGHTS**

Mrs. Rogers reminded Members of the Board of Directors of their Program Highlights from Clinical Division Directors detailing elements of CSB Programs. She noted that Highlights are provided for up-to-date information regarding CSB departmental and program activities as she thanked Program Directors for their input.

**CLOSING  
REMARKS**

As the December 21, 2017, Meeting of the Board of Directors for the Hampton-Newport News Community Services Board came to a close, Mrs. Rogers noted that she wanted to take the opportunity to wish each and every one a wonderful, wonderful Holiday Season and a Prosperous New Year.

**ADJOURNMENT**

There being no further comments, questions, or business to discuss, the Board of Directors for the Hampton-Newport News Community Services Board was adjourned at 5:50 p.m.

\_\_\_\_\_  
Mrs. Wanda Rogers  
Chair

\_\_\_\_\_  
Mrs. Beatrice Dahlen  
Secretary

*Submitted by GMercado*



# FY18 Monthly Planner

## January 2018

<b>01</b>		<b>CSB Closed - Holiday Observed</b>
02	10:00 am	Senator T. Monty Mason
<b>03</b>	<b>12:00 pm</b>	<b>Governor's Proposed 2018-2020 Biennial State Budget Hearings</b>
<b>04</b>		<b>CSB CLOSED - <i>Snow Storm</i></b>
09	11:30 am	Executive Leadership Team
09	2:00 pm	Steering Committee
<b>10</b>	<b>4:30 pm</b>	<b>Strategic Planning Committee</b>
<b>15</b>		<b>CSB CLOSED - <i>Holiday Observed</i></b>
<b>16<sup>th</sup></b>	<b>– 17<sup>th</sup></b>	<b>VACSB 2018 Legislative Conference</b>
<b>16</b>	<b>3:00 pm</b>	<b>Local Human Rights Committee</b>
22	9:00 am	H-NNCSB Management Team
<b>22</b>	<b>4:00 pm</b>	<b>Budget, Finance and Audit Committee</b>
<b>22</b>	<b>4:30 pm</b>	<b>Committee Community Relations / Governmental Affairs</b>
23	11:30 am	Executive Leadership Team
23	2:00 pm	Steering Committee
<b>24</b>	<b>12:00 pm</b>	<b>Hampton City Council Tour &amp; Presentation</b>
25	2:00 pm	Hampton CMPT
<b>25</b>	<b>5:00 pm</b>	<b>CSB Board of Directors</b>
26	8:00 am	Hampton Community Leaders Breakfast
29	12:00 pm	Sheriff Gabe Morgan, City of Newport News
30	11:30 am	Executive Leadership Team
31	1:00 pm	Les Saltzberg, Anthem

# FY18 Monthly Planner

## February 2018

01	11:00 am	Meeting with Board Member
05	9:00 am	HPR-V Executive Directors Regional Meeting
06	11:30 am	Executive Leadership Team
<b>06</b>	<b>4:00 pm</b>	<b>Nomination and Selection Committee</b>
08	9:30 am	FY19 Budget Meeting, City of Newport News
12	1:30 pm	Newport News CPMT
13	11:30 am	Executive Leadership Team
13	1:00 pm	Steering Committee
<b>19</b>		<b>CSB Closed - Holiday Observed</b>
20	11:30 am	Executive Leadership Team
<b>20</b>	<b>4:00 pm</b>	<b>Budget, Finance and Audit Committee</b>
<b>20</b>	<b>4:30 pm</b>	<b>Community Relations / Governmental Affairs</b>
22	2:00 pm	Hampton CMPT
<b>22</b>	<b>5:00 pm</b>	<b>CSB Board of Directors</b>
23	8:00 am	Hampton Community Leaders Breakfast
26	9:00 am	H-NNCSB Management Team
27	11:30 am	Executive Leadership Team
27	1:00 pm	Steering Committee