



MEETING OF THE BOARD OF DIRECTORS

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

CSB Campus Board Room
300 Medical Drive
Hampton, VA 23666

Board Officers

Wanda Rogers, **Chair**

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

Pixie Killebrew, **Treasurer**

Beatrice V. Dahlen, **Secretary**

Members of the Board

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



V i s i o n

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

M i s 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: March 15, 2018
TO: Members of the Board of Directors
FROM: Natale Christian, Executive Director
SUBJECT: **Meeting of the Board of Directors**
March 22, 2018, at 5:00 p.m.
CSB Campus Board Room, 300 Medical Drive, Hampton, VA

Greetings Members of the Board:

March continues as a very busy month for Community Services Boards with a number of challenges before us. We are pleased that Senate Bill 555 for Barrier Crimes passed. This Bill is also known at the Hampton-Newport News CSB as the “Joe Hudson Bill”, and we will recognize Mr. Hudson at the March Board meeting for his advocacy on behalf of other Peers who are seeking employment in the Behavioral Health Field.

Also on the horizon is the effort-to expand Medicaid. It is very disappointing that the General Assembly Session concluded without expanding Medicaid, but we are still hopeful that their work will continue in the Special Session.

Attached for your review and consideration, please find the Agenda and Package for the **Board of Directors Meeting of the Hampton-Newport News Community Services Board** scheduled on **Thursday, March 22, 2018, at 5:00 p.m.**

Please note that during the month of March, Members of the **Budget, Finance and Audit Committee** are scheduled to meet on **Monday, March 19th, at 4:00 p.m.**, followed immediately by a meeting of Members of the **Community Relations / Governmental Affairs Committee** that same day at **4:30 p.m.** We ask that Members mark your calendars and remember that Board Standing Committee meetings are open to all Members of the Board of Directors for the Hampton-Newport News Community Services Board.

We look forward to seeing you next week 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, March 22, 2018, 5:00 p.m.

CSB Campus Board Room

A G E N D A

1. **Call to Order**
2. **Remarks of the Chair**
 - Introduction of Guests
 - Other Remarks
3. **Public Comment Period**
4. **Action Item**
 - **A-1** Minutes of the Board of Directors Meeting of February 22, 2018
5. **Standing Board Committee Reports**
 - Budget, Finance and Audit Committee
 - Community Relations / Governmental Affairs Committee
6. **Consideration Item**
 - **C-1** VACSB 2018 Development & Training Conference – *May 2nd & 3rd*
7. **Information Items**
 - **I-1** Addiction and Recovery Treatment Services (ARTS)
 - **I-2** STEP Virginia
 - **I-3** Medicaid Expansion
8. **H-NNCSB Board Presentation** – Addiction and Recovery Treatment Services (ARTS)
Anthony (Tony) Crisp, Director
9. **Program Highlights**
10. **Adjournment**

ACTION ITEM

March 22, 2018

A-1. Minutes of the Board of Directors Meeting of February 22, 2018

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

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

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

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

CONSIDERATION ITEM

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

Issue: VACSB 2018 Development & Training Conference, May 2nd- 3rd, Portsmouth.

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

While still preliminary, a few highlights at the Conference include Presentations by the Director of the VA Dept. of Juvenile Justice, and a State of the State Panel Presentation including the Secretary of Health and Human Resources, Commissioner of the Dept. of Behavioral Health and Development Services, and the Director of the Dept. of Medical Assistance Services. Additionally, a few workshop topics include a Managed Care Organization Panel / Roundtable Discussion Addiction and Recovery Treatment Services (ARTS) Impact, and Understanding Barrier Crimes and Employment. Please be advised that the “*Early Bird*” deadline for reservations is **Friday, March 30th**.

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

Enclosure: VACSB 2018 Development and Training Conference Flyer.

INFORMATION ITEMS

I-1. Addiction Recovery Treatment Services (ARTS)

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

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

Update: Staff met with representatives from the Department of Behavioral Health & Developmental Services (DBHDS) regarding funding and were awarded approximately \$106,000 in additional funding for Opioid programing for the next two months. We have also been advised that there may be an opportunity to receive additional funding for Opioid Treatment and Peer Recovery Services in the new fiscal year.

The plan for utilization of these funds is to provide Peer Recovery Services in hospital Emergency Rooms, assign a Re-entry Co-coordinator to the local Jails, and provide additional Peer Recovery Training.

I-2. STEP Virginia

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

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

Update: Staff continue to participate in the Same Day Access Training on a monthly basis, with two trainings scheduled during the month of March. Monthly trainings have been scheduled for the next 8 months. Same Day Access is scheduled to begin in FY19, pending the approval of funding in the State Budget. An overview of the Same Day Access model will be provided at the April Meeting of the Board of Directors.

I-3. Medicaid Expansion

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

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

Update: Unfortunately, the FY18 General Assembly Session concluded without a final budget. Medicaid expansion remains on the Agenda for the Special Session of the General Assembly which will begin on April 11, 2018.

CLINICAL PROGRAM HIGHLIGHTS

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

- The Mental Health Regional Supervised Housing (MHRSH) Program Nurse, Nursing Supervisor, and Program Manager continue to coordinate to ensure that all clients' medical and psychiatric appointments are scheduled accordingly. Clients are accompanied to their appointments.
- The two (2) new individuals in the program have been assigned Primary Care Physicians; and appointments have been made for other necessary treatment providers.

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 H-NNCSB Campus. Health care for the Homeless provides 1 year of general outpatient medical care. MCV is used for specialty services for the uninsured and those services not 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 January & February 2018 the program did not meet the monthly revenue target. One (1) new admission in November 2017 is awaiting for his Medicaid to be retro-effective. Program Manager has coordinated with the eligibility specialist and the individual's assigned Case Worker to update the effective date for Medicaid. As a result,

services for the individual during the months of December 2017 & January 2018 remain unsigned until this has been resolved.

- During the month of January 2018 there was one (1) vacancy, until 1/30/18, which affected the revenue target.
- There were zero (0) reported billing errors during the reported months.

PATH / Newport News Outreach / Safe Harbors / Project Onward

- All programs except for Project Onward are meeting their CCS3 targets. Project Onwards full time position was vacant from the end of November until January.

Adult Mental Health Case Management

- Billing errors have been reduced by around 95%.
- CCS3 requirements were met for Dec. & Jan. Revenue targets were met for Medicaid in Dec. & Jan. when billing corrections were completed. GAP revenue was at 35 percent due to 4 new staff having to complete trainings and only having small caseloads. Also one CM was out on extended medical leave. GAP client are also converting to full Medicaid. 11 GAP referrals have been assigned and 6 were opened in Jan. & Feb.

Road 2 Home

- Program has met the CCS3 requirements.

Reinvestment Case Management, Consumer Monitoring and Mobile Crisis Response Team

- CCS3 requirements were met for January and February 2018.

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.
- A Peer Recovery Specialist I has expressed interest in the 72-hour Certified Peer Recovery Specialist Training. She will be supported in attending the next upcoming training.
- 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. No other trainings have been offered.

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. Outreach workers go out in the community twice a week and as needed to find homeless individuals and assist them with any resources they may need and

referrals. Road 2 Home outreach workers will now add Southeastern Family Project to their outreach schedule.

PATH / Newport News Outreach / Safe Harbors / Project Onward

- NN Outreach and PATH staff remain busy with outreach to area shelters and the great outdoors. Currently PATH has 24 clients enrolled for community based case management services and medication management. PATH has also been partnering with Gordon Wellness for Mental Health Services.
- PATH/Staff continues with presenting and accepting referrals from SCAAN committee for referral to all housing programs. Outreach in NN PORT shelters continues on Tuesday and Thursday evenings. PATH Staff still is 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.

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

Adult Mental Health Case Management

- GAP referrals have been assigned and 6 were opened in Jan. & Feb. We will be assigning straight Medicaid clients this week and every two weeks to reduce the Medicaid waiting list.

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.**

Road 2 Home

- During the months of January Road 2 Home outreached a total of 24 individuals and pre-enrolled 0 and we housed 2 individuals. During the month of February we outreached a total 25 of and pre-enrolled 4 and we housed 2 individuals.

Adult Mental Health Case Management

For January, there were a total of 470 clients enrolled in AMHCM, 350 Medicaid clients were billed after corrections were made. 20 GAP Clients were billed. 5 more Medicaid clients are pending 6 total Medicaid clients closed in Jan. and Feb.

▪ **Waiting List**

1. Medicaid- 78 Turnaround time is usually 2 weeks
2. GAP- 16 Turnaround time is usually 4 to 6 weeks
3. Geriatric- 13

PATH / Newport News Outreach / Safe Harbors / Project Onward

- Project Onward Permanent Supportive Housing Program has capacity of 16 clients. Currently there is one male and one female 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 January because of the point in time count. Emergency Housing/Shelter is full with eight residents. NN Outreach currently has 32 clients.

Reinvestment Case Management, Consumer Monitoring and Mobile Crisis Response Team

- **Reinvestment Case Management-** In the month of January, there were 20 acute care admissions, and 20 discharges.
- In the month of February, there were 18 acute care admissions, and 17 discharges.
- **Consumer Monitoring-** In the month of January, there were 95 consumers served. Staff monitor civil and Not Guilty by Reason of Insanity (NGRI) forensic cases. In the month of January, there were 12 discharges from Eastern State Hospital. In the month of January, there were 52 NGRI consumers served; 34 were in State Hospitals (Eastern and Central State), 18 were on conditional release in the community.
- In the month of February, there were 97 consumers served. In the month of February, there were 15 discharges from Eastern State Hospital. In the month of February, there were 542 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 January, there were 35 consumers served. In the month of February, there were 34 consumers served.

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 and emergency or Permanent Supported Housing beds.

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 staff have been accommodating and supportive to the new admissions to the program while they adjust to their new environment and routine.

Adult Mental Health Case Management

- We exceeded our Medicaid target for the month of December & January. Met CCS3 targets for December & January. 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 1 client approved for Social Security benefits during these months. Safe Harbor had one client who had their hearing for SSA benefits and is waiting to hear results. PATH/NN Outreach had 2 GAP approvals and 1 Medicaid approval. Wait list for doctor appointments have slowed down GAP assessments.
- 3 Safe Harbor clients have moved to the community to permanent housing. 1 client has moved to Great Oaks Senior Apartments in Newport News. 1 client has reconnected with his daughter and other family and has moved with family in the Henrico area. 1 client has moved to the Warwick SRO (single room occupancy) in Newport News. The Warwick SRO is for formerly homeless individuals. This housing is based on income.
- The annual point in time count was held Tuesday January 23rd and Wednesday January 24th. Safe Harbor Staff Shawn Niles and NN Outreach Staff David Hudson were team leaders with other volunteers to assist with counting our Community's Homeless Population. PATH staff Tracey Benefield and Safe Harbor Staff Sara Pastian assisted with Homeless Connect Fair on 01/24/2018 at Doris Miller Community Center in Newport News.

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.

I. Crisis Services Division continues to ensure timely and critical response to behavioral health crises, including assessment and intervention services.

- Emergency Services (ES), through February, has conducted 2,180 assessments for individuals identified in crisis and 748 at Commitment Hearing. This included 270 in January with 53.0% resulting in a recommendation for psychiatric hospitalization (11.1% voluntary & 41.9% involuntary) and 10.0% referred to a regional crisis stabilization program. In February, there were 263 crisis assessments conducted, 59.3% resulting in psychiatric hospitalization (16.0% voluntary and 43.3% involuntary) and 6.1% referred to a regional crisis stabilization program.
- Emergency Services - Crisis assessments are primarily requested by one of six local Emergency Rooms (ER), Police and Riverside Behavioral Health Center (RBHC).
 - In January, ER Departments accounted for 69.7%, Police 10.9%, and RBHC 14.2%. In February, ERs were 65%, Police 13.2%, and RBHC 9.5%.
 - While the majority of crisis assessments are for adults, ES maintains a steady number of children and adolescents screened for psychiatric hospitalization and mental health assessment through existing partnerships with local ER Departments. Crisis Services provides Youth and Family Services (YFS) a log of children and adolescents screened by ES to assist with contact and engagement with C&A Adolescent Mobile Crisis, CBHUCC, case management, and psychiatric services as appropriate.
- Emergency Services' Utilization of *Safety Net Beds* (SNB) is closely monitored through a strong collective effort across departments and clinical divisions, collaboratively with other HPR-5 CSB Emergency Services and in coordination with Eastern State Hospital (ESH) and DBHDS personnel. *SNBs* at the state hospitals, primarily at ESH, are accessed for individuals requiring involuntary hospitalization due to complex psychiatric needs when an accepting private psychiatric bed cannot be either located, due to bed capacity or declined based on level of acuity, medical needs or other specified reason. The Code of Virginia requires execution of a TDO, including an identified facility prior to the expiration of an Emergency Custody Order (ECO).
 - H-NNCSB has experienced an increase in *SNB* utilization during the past 2 months. A review of *SNB* admissions ensure comprehensive Bed Searches and use of established HPR-5 protocols.
 - Region-5 ES Council works collectively to identify challenges and to make recommendations including for difficulty receiving timely response from private hospitals for acceptance or denial and monitoring reasons provided for denials other than bed capacity or medical clearance. Reportedly, at the end of February, all state hospitals were operating at 97% of their capacity.

- Availability of acute psychiatric beds statewide for children and adolescents was recently been identified as a concern. H-NNCSB had no C&A *SNB* admissions to Commonwealth Center for Children and Adolescents (CCCA) in January and three in February.
 - DHBDS representatives reported on February 28th, that CCCA, the only state hospital with acute psychiatric beds for children and adolescents, has been operating at or near their bed capacity.
 - An increase in requested crisis assessments at Juvenile Intake following transport by police has occurred since mid-February in both locale's Court Services Units. The increase has followed the tragedy in Parkland, FL and with varying circumstances of students making concerning statements or direct threats, leading to placement in Juvenile Detention.
 - Based on criminal charges filed at Juvenile Intake in these circumstances, even with several facilities with adolescent psychiatric hospital beds in Hampton Roads, it would be extremely rare for private facilities to accept individuals with pending criminal charges. Individuals, who may require psychiatric hospitalization in these circumstances in juvenile detentions statewide, similar to adults in local and regional jails, rely on capacity of state hospitals.
 - As a result, our Emergency Services Department and our Juvenile Forensic Manager are closely coordinating to plan, identify trends and problem-solve areas needed to increase responsiveness and provide education about processes.
 - The new Statewide Bed Registry launched on February 20th and at this time, is optional while CSB, private psychiatric hospitals, and court services continue to familiarize themselves and any difficulties identified and problem solved with DBHDS. Currently, few hospitals are updating timely. Until more consistency with their utilization, it encumbers the limited amount of time that Certified Prescreeners have to find an appropriate psychiatric bed.
- Emergency Services' hired two Crisis Counselors during this period who are currently completing their training and supervised work to meet DBHDS requirements as Certified Prescreeners and ability to manage crisis assessments autonomously.

II. The Regional Crisis Stabilization Center (RCSC) continues to monitor utilization and access to residential crisis stabilization services:

- RCSC continues to monitor our utilization of services within the 11-bed CSU. We have also implemented additional procedures providing snapshots for individuals declined admission and reason for the decline easily and in real time of a request. The following represents the total number of individuals served from each of the Region-5 CSBs in the months of January and February 2018 with their originating CSB:

| <u>CSB</u> | <u>January</u> | <u>February</u> |
|------------|----------------|-----------------|
| H-NN | 22 | 22 |
| Norfolk | 6 | 8 |
| Chesapeake | 10 | 5 |
| Portsmouth | 6 | 3 |

| | | |
|-------------------|-----------|-----------|
| Western Tidewater | 3 | 2 |
| Eastern Shore | 0 | 3 |
| Va. Beach | 5 | 1 |
| Colonial | 3 | 0 |
| MPNN | 2 | 0 |
| TOTAL | 57 | 44 |

- **Crisis Intervention Training Assessment Center (CITAC)** – On February 27th, H-NNCSB convened a Stakeholder’s Meeting with local partners to review collective needs and evaluate interest with developing a proposal for funding a *Best Practice Model* CITAC Center at either Riverside Regional Medical Center (RRMC), Sentara CarePlex Hospital (SCPH) or both. We had strong participation which included Newport News Sherriff, Gabe Morgan; Chief Magistrate, Val Olliver; Dr. Kavit, RRMC Medical Director, and Dr. Smith and Dr. Levin, Medical Directors for SCHP & Sentara Port Warrick ED, the Hampton Police Division and Newport News Police Department. In addition, Will Armstrong, LPC, Emergency Services Coordinator for Colonial Behavioral Health, was able to provide information and alternative perspectives based on their experience developing a CITAC program in partnership with Riverside Williamsburg Doctors’ Hospital. The meeting yielded positive feedback from all partners, including discussion of current and potential challenges. We are moving forward with setting up meetings with key personnel at each of the Hospitals to discuss specifics before the larger or expanded group reconvenes.
- **Jail Diversion/Re-entry Services (JD)** continues to work with our internal and external partners to assist with diverting individuals with mental illness from correctional care to alternative community- based treatment options. During the months of January and February:

 - Successfully diverted 8 individuals with mental illness from correctional custody.
 - Provided 94 contacts consisting of assessments and counseling contacts.
 - At the conclusion of February, 57 individuals were being monitored by JD staff who will assist in identifying and making psychiatric and other treatment referrals post release. Currently, 13 are actively receiving CSB psychiatry services.
- **C.O.R.E. Program** – Case manager, funded by Hampton Roads Regional Jail (HRRJ) through a DCJS Grant provides screening, discharge planning and transitional supports for individuals identified as SMI and returning to community.

 - The cities of Hampton and Newport News have the largest number proportionally of individuals at HRRJ with identified behavioral health needs.
 - Time limited (90-days) funding supports are available to secure temporary housing, psychiatric medications, and basic needs during transition to psychiatric and traditional community-based supports, medical needs, and for benefits application/reinstatement.
- **Restoration Services** is currently serving 8 individuals including with 2 provided dispositions in January.

- **Inner Reflections (Jail-Based SUD Services)** - Three participants graduated on February 27th, from the intensive substance abuse group.
 - Aftercare Groups will begin in March to assist with supporting recovery-based care and effectively engage individuals in treatment following their release.
 - The program continues to move toward adoption of a Treatment Readiness approach allowing identification for a larger number of individuals in need of SUD Services and preparation for engagement when released from correctional care.

III. Crisis Services will examine workflow, infrastructure and staffing to assure rapid access to treatment.

- **The Regional Crisis Stabilization Center (RCSC)** – continues to realign workflow within the program and with external programs to achieve efficiencies, increase capacities and deliver enhanced care.
 - *Of Special Note:* Nurse Manager, Allyson Pigford announced her official retirement date of April 13th after approximately 10 years of leading RCSC. After adding a Manager in November, we have converted this position to *RN Supervisor, Crisis Stabilization*, which we are currently recruiting.
 - RCSC resumed conducting GAP assessments for all uninsured individuals admitted to the program, meeting financial eligibility. In previous years, the Reinvestment Case Management Program had assumed these assessments for H-NNCSB consumers
 - The Program Manager, Therapist and Clinical Services Supervisor regardless of their originating CSB will complete GAP Assessment.

IV. Crisis Services will monitor all financial processes tied to service delivery to assure in meeting revenue projections.

- Crisis Services Director continues to meet with routinely with Program Managers as well as scheduled monthly with Financial Services to review productivity, revenue targets and to ensure that programs are adapting processes to bill for services provided.
- Increase in GAP Assessments at RCSC will increase reimbursement opportunities for assessments, retroactive authorizations for crisis intervention and crisis stabilization services, subsequent re-admissions and for other clinical programs engaging services.

V. Crisis Services will continue to provide up-to-date training to staff to meet the changing needs of public behavioral health environment, which includes changes in public policy, population demographics and evidence-based practices.

- Ron Clark, Manager for RCSC attended the Peer Recovery Supervisor Training in Richmond on January 24th.
- Three clinical staff in the Crisis Division participated in the *Grand Rounds HPR-5* Training in January at WTCSB. The training will be replicated for all HPRs as part of DBHDS' sponsored Clinical Workforce Development Initiative. Each HPR-5 CSB identified 1-3 Clinical Leads to represent their agency for enhanced training and partnership to strengthen workforce development, retention and clinical supervision opportunities to meet statewide

public behavioral health challenges. H-NNCSB has identified three licensed clinicians in management roles across separate clinical divisions to ensure comprehensive representation.

- DBHDS requested H-NNCSB to assist in their discussions with workforce development, specifically regarding our agency's work with coordination of Clinical Supervision Training and development of a coordinated process with recruitment, retention and enhancing opportunities for clinical supervision within the service continuum provided by CSBs. An in-depth discussion is scheduled for March 5th to share H-NNCSB's work over the past 1 ½ years with developing and evolving our process for providing and monitoring clinical supervision needs for our programs and workforce. Elements have included:
 - Development of a Clinical Supervision Committee and Policy Development;
 - Development and implementation of a MOA for Clinical Supervision of approved clinical activities at the H-NNCSB;
 - Agency sponsored *Clinical Supervision Training* provided by VCU in January 2018 to increase and better equip clinical supervisors for CSB services, which included representation for the Boards of Counseling and Social Work and offered to other HPR-5 CSBs;
 - Plan to evaluate and implement our own Training in the future;
 - Development of our new *Clinical Supervision Peer Consultation Group*, (CSPCG) to offer support to clinical supervisors by a group consisting of a psychiatrist and senior clinicians (LPC, LCSW, LMFT) with experience across populations and service delivery modalities;
 - Coordinated role of our Human Resources Department;

- Crisis Services is investigating providing access to DBHDS Certified Prescreener Modules for Managers and Clinicians of various departments to assist as a tool with education for mandated prescreening activities and promote further understanding of Emergency Custody Orders (ECOs), Temporary Detention Orders (TDOs), Involuntary Commitment, and Mandated Outpatient Treatment (MOT).

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.

Newport News Behavioral Health Docket - Adult Forensic Services' Manager, Dean Barker continues as a member of the Advisory Committee, planning for implementation of a Behavioral Health Docket, led by The Honorable Judge Hoffman, Judge for the Newport News General District Court with support of Hampton-Newport News Criminal Justice Board (HNNCJB). Our Executive Director, Ms. Christian also met with Judge Hoffman and has advocated for funding with the Newport News City Manager's Office that would be required. H-NNCSB has been vocal that we are unable to staff this model without dedicated funding for clinical supports.

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.

I. 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 areas.

- Crisis Services Division will continue to provide local, regional and statewide representation for initiatives addressing the behavioral health crises and forensic services needs, including current focus on planning for a *Best Practice Model* CITAC Center and partner with a potential Behavioral Health Docket.
- Crisis Director and RCSC Nurse Manager and Program Manager met with new RBHC *Interim Director of Behavioral Health*, Michael Truman and *Director of Adult Services*, Teresa Taylor on March 1st introducing Mr. Truman to the RCSC program and describing the continuum of H-NNCSB services, and discuss our current and strengthening relationships between RBHC and H-NNCSB. Although a date is not yet set, we are setting up a meeting to discuss our partnerships and hope to introduce him to members of our Executive Leadership Team and key Program Managers. Mr. Truman comes to Virginia having previously worked with behavioral health hospitals in Oklahoma and Kansas.

II. Other Items of interest

- **Region-5 Emergency Services Council** - ES Manager, Gina O'Halloran represents H-NNCSB, which meets monthly. Crisis Director has had the opportunity to attend numerous meetings throughout as H-NNCSB typically hosts the Council, including the most recent meeting on March 2nd. The Council continues to work with ESH and DBHDS regarding protocols for the utilization of *Safety Net Beds*, barriers accessing private and public psychiatric beds timely, the new Bed Registry, among other items.
- **Statewide TDO Taskforce** – Ms. O'Halloran along with Colonial Behavioral Health's ES Manager will represent HPR-5. The Taskforce has been convened by SJ47 through ILPPP is anticipated to be a 10-month project. Taskforce members will report to the Statewide ES Council to ensure feedback and perspectives from CSBs.
- **Region-5 Forensic Advisory Team** – The Team's second meeting, which will be scheduled monthly was held on February 21st. H-NNCSB has three representatives, including Forensic Services Manager, Dean Barker, and Manager for Reinvestment Case Management/Regional Mobile Crisis/NGRI/State Discharge Planning, Meredith McLane, and Director of Crisis Services, Ryan Dudley. Mr. Barker and Dr. Kristen Hudacek, DBHDS will serve as Co-Chairs for the team, which will evaluate and as appropriate provide recommendations for areas impacted by behavioral health forensic services including "*Criminal TDOs*", *NGRI, Restoration and Jail Diversion Services* and *Behavioral Health Dockets*. The Team will assist our Co-Chairs as needed with a short presentation for the Regional Leadership Team (RLT) presenting to the HPR-5 Executive Directors and other members at the April Meeting.

- **Regional (HPR-5) Crisis Stabilization Unit (CSU)** meeting was hosted by H-NNCSB on February 17th and included representation from Norfolk CSB, Virginia Beach CSB and DBHDS. The next meeting is scheduled Virginia Beach CSB's *Pathways* program on June 14th. RCSC will continue to participation in the Bi-annual Statewide CSU Meetings, which includes all DBHDS funded CSUs and DBHDS. The next Statewide CSU Meeting is scheduled for May 8th at Region Ten CSB in Charlottesville.
- **Hampton-News Criminal Justice Board (HNNCJB) and Re-Entry Council** (Hpt & NN) – Mr. Barker, Adult Forensic Manager represents H-NNCSB on separate collaboratives. Most recently, Judge Hoffman, Newport News General District Court Judge presented the plan for implementation of the Newport News Behavioral Health Docket. Hampton General District Court Judge, Corry Smith has expressed interest in a similar initiative in the future.

MEDICAL SERVICES

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

- I. **Promote wellness and grow the integration of primary care and onsite pharmacy services.**
 - **Program for Assertive Community Treatment (PACT)** looks to resume Wellness groups next month as new staff have come on board. We look forward to re-starting the Walking group and Healthy Living group. PACT is pleased with the successful working relationship they have with Genoa, our onsite pharmacy. 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 and the onsite collaboration is a benefit.
 - **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, hiking at Sandy Bottom Nature Park and ongoing Health Education is provided by Riverside School of Nursing Students. Friday Fun Day included Line Dancing, Pool and Air Hockey Tournaments.
 - **Adult Comprehensive Outpatient Services (ACOS)** actively refers to Southeastern Virginia Health System (SEVHS) and appreciates the walk-in availability for individuals having urgent care needs. Staff continue to send individuals in need directly from clinic for walk-in care for blood pressure or diabetic concerns. ACOS staff work closely with their provider, Nurse Sinkler, NP. SEVHS provided care to 108 individuals for the months of January and February. They had 66 no shows and 24 individuals rescheduled. Genoa Pharmacy Services continues its growth here on campus. Individuals and their family

members are benefiting from the extra time and care provided by the staff at Genoa. The pharmacy served 890 individuals in the month of February up from 850 in January. ACOS is encouraging participation in Chronic Disease Self-Management workshops offered in the community for individuals with chronic health concerns including: heart disease, hypertension, arthritis, asthma and diabetes. Elisabeth Bauswell, LPC, began her Managing Anxiety with Mindfulness Group this month. This is a six week series.

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

- **ACOS** remains down two psychiatric provider positions. We continue to actively recruit for Psychiatric providers and have interviewed three Nurse Practitioners and two Psychiatrists. We are keeping our fingers crossed. Lisa Kelleher, DNP, is adjusting well and is growing her caseload. 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 of over 600 individuals to receive services for medication management at this time.
- **ACOS Therapy Services** has 342 individuals enrolled. There are 4 individuals waiting for an assessment into therapy services. We are sad to announce Jon Warren will be leaving us for Financial Services. He will be taking on the new Clinic Analyst position.
- **Governor's Access Plan** for the Seriously Mentally Ill (GAP) has no wait to complete short or long assessments.
- **PACT** brought on 2 Support Counselors in late February and we hope to have staff trained and working at full capacity soon. PACT has a wait list of 10 individuals.
- **Bright Beginnings Psychosocial Rehabilitation (PSR)** had 49 individuals enrolled in services during the month of January. Average daily attendance was 24, down 1 from December. 7 assessments were completed in January. 52 Individuals were enrolled in services for February with average daily attendance of 26. 9 assessments completed. 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. One individual did not meet admission criteria and discharged same day. One individual declined services after intake. One individual was hospitalized after intake and remains inpatient at RBHC. There were 4 discharges in February.

III. 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 January and February due to staff turnover resulting in vacant positions and staff still in training (and not billing at full capacity) three new staff in training and unable to bill. PACT Forensic was able to exceed monthly revenue targets for January and February.

- 17 Individuals are enrolled under the Forensic Enhancement. Two individuals who were enrolled one year ago and remain in Eastern State Hospital and have not made progress were discharged. PACT has enrolled a total of 23 individuals under the forensic enhancement. We are expecting to enroll an individual pending discharge from ESH this month which will bring enrollment to 18.
- **Bright Beginnings** did not meet their monthly billing target for January due to two snow days and one day delayed opening. Seven individuals attended on the delayed opening day. Monthly billing target was exceeded for the month of February.
- **ACOS Medication Management Services and Therapy Services** did not meet January and February monthly targets due to vacant positions and extended medical leave. ACOS did complete 42 Intakes for the month of January and 58 were completed for February. 59 Psychiatric Evaluations were scheduled, 50 attended 86% show rate for January and February combined. 57 Hospital Discharge appointments were scheduled, 46 individuals kept their appointment. 81% show rate.
- Geriatric Services met their monthly target for January. February target was not met due to Dr. Sabeen being out of country on holiday.

IV. 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 effective communication is provided for optimal care for the individuals we serve. Anne Whitaker continues participation monthly in the Peninsula CARE Coalition for Chronic Condition Awareness, Resources and Education. We encourage individuals with chronic medical problems to attend free workshops offered throughout the community to better Self-Manage illnesses such as Heart Disease, Hypertension, Arthritis, Asthma, or Diabetes.
- **PACT** works closely with local hospitals, and jails, as well as with SEVHS and Genoa in order to improve Coordination of care upon release from hospital or jail.

V. 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 as needed.

- PSR continues to assist individuals in need of transportation. Govern Assistance Program (GAP) does not cover transportation services.
- **Professional Development**
 - Mechelle Deloatch, LPN and Brian Malone, LPN attended Conscientious Eating: Mental Health, Inflammation and the Aging Brain in February at the Hampton Convention Center.
 - Tracie Davis and Chantel Williams, Service Coordinators, attended the Motivational Interviewing Seminar at Hampton Healthy Families on February 28.
 - Natalie Harris, LPC attended a conference on Anger and Resentment in Williamsburg, on February 23.
 - Jon Warren, LPC, Natalie Harris, LPC, and Elisabeth Bauswell, LPC attended Regional Grand Rounds Family Systems Trauma Training January 24 – 26.
 - Charlena Cuffee, LCSW attended Clinical Supervision on January 17 and 18.

YOUTH AND FAMILY SERVICES

Lisa S. Hogge, Director

I. Activities Accomplished (linked to strategic plan/goals/objectives)

Children's Behavioral Health Urgent Care

- The Children's Behavioral Health Urgent Care Center hosted a regional training on Lesbian, Gay, Bisexual, Transgender, and Questioning Clients. This training was well attended by our regional partners as well as H-NNCSB staff. This topic is a required topic of training for licensed clinicians to maintain their licensure. The speaker was Joe Kort, Ph.D., LMSW, founder of the Center for Relationship and Sexual Health who has been practicing psychotherapy for over 25 years. Dr. Kort is blogger for the Huffington Post and Psychology Today. He has published several books to include *Gay Affirmative Therapy for the Straight Clinician*, *10 Smart Things Gay Men Can Do to Improve Their Lives* and *10 Smart Things Gay Men Can do to Find Real Love*. Dr. Kort was a dynamic presenter and the training was highly informative. (SO#3)

Intellectual and Development Disabilities (IDD) Case Management

- As a stakeholder partner of the Hampton and Newport News City Schools, Keisha Carroll, C&A IDDS Manager, participated in three committee meetings during the months of January and February as follows:
 - The Project Search Committee met in January to staff students for eligibility for its work force program and services at the H-NNCSB.

- The Special Education Advisory Committee was held on February 20, 2018 where the focus of the meeting was to teach parents to navigate resources and to advocate for IEP services.
- The Newport News Special Education Advisory Committee was held on February 27, 2018.
- During the month of January, Ms. Carroll conducted trainings on the Safety Restriction Protocols to identify risk or safety restrictions when completing home visits for the C&A IDDS Case Management team.

Child and Adolescent Mental Health Case Management

- The Hampton Balanced Approach to Success and Empowerment (BASE) meetings were held on January 16th and February 20, 2018, with representatives from Hampton City Schools, Hampton Dept. of Social Services, Hampton Healthy Families, and the H-NNCSB. This team's focus is on meeting the needs of elementary age students, to promote success and consistent attendance at school. This work of this team has increased the emphasis on school attendance, as it relates to school academic success, as there are plans for Virginia Department of Education to revise accreditation standards to address this issue. (SO#2)
- Brook Porter, Supervisor, coordinated with Family Restoration Services, a private agency who serves as a representative for Hampton Family Assessment and Planning Team, to provide a presentation to Case Managers on February 9, 2018. This presentation gave an overview of available services, which are among the continuum of care available through Hampton FAPT. (SO#2)

Intensive Care Coordination

- This program coordinates with the Commonwealth Center for Children and Adolescents, providing discharge planning and coordination with local Family Assessment and Planning Teams for youth who are often at high risk for future acute hospitalizations. Efforts are made to develop a successful community based wrap around plan, to support the child and the family. (SO#2)

Independent Assessment Certification and Coordination Team (IACCT)

- Lisa Hogge, Director, and Beverly Smith, Manager, participated in the Newport News Community Policy and Management Retreat on January 24, 2018. Ms. Smith provided a presentation on the topic of IACCT, to include the utilization and outcomes of this services, since implemented on July 1, 2017. The IACCT is responsible for assessment of children and families who are seeking or in need of psychiatric residential treatment or group home services.

Hampton Healthy Families Case Management

- A Parents As Teachers (PAT) training was held in Williamsburg on January 23rd- 25th, 2018 and was attended by one recently hired Hampton Healthy Families Case Manager. The PAT training is critical to the partnership between Hampton Healthy Families and the H-NNCSB, as it allows the case managers to provide evidence based home visiting services, which promote school readiness, positive parenting, and reduce risk for abuse and neglect. (SO#2)

Newport News Healthy Families Case Management

- Healthy Families Virginia/Prevent Child Abuse Virginia Specialist, Reagan Eshleman, conducted a site visit and program review on February 13-15th, 2018. The findings

confirmed compliance in 8 of 9 areas measured, with technical assistance provided in the area of reflective supervision. The program was complimented for their strong leadership and skilled staff.

- Arsenia McCargo, Supervisor, Marjory Dodson, Supervisor, & Rashida Jefferson, Case Manager attended a Vision 21 Resource Mapping Session, representing the Newport News Healthy Families & Child and Adolescent Case Management programs. This session led by the Virginia Department of Criminal Justice & Smart Beginnings of the Virginia Peninsula, was a step towards implementing a trauma screening pilot project target. The Hampton and Newport News Healthy Families programs will participate in the pilot project, utilizing the trauma screening tool. As a stakeholder agency, the H-NNCSB will receive referrals as treatment related needs identified during use of the screening tool. (SO#1)

Newport News & Hampton Court Services Unit

- Dr. Nadia Boyd, Administrator, Dr. Singleton, Resident in Psychology, and Christina Thomas, Clinical Coordinator I, conducted a training entitled Navigating our Youth: Mental Health, Crisis, & Critical Incidents for the Newport News Youth and Gang Violence program staff. The training focused on educating street Outreach Workers on common issues related to addiction and recovery services, mental health, and crises that impact our youth.
- To continue the support of the state's initiative to minimize Secure Detention stays, Dr. Boyd and Tamara Dozier, Clinical Coordinator II, attended the quarterly Hampton JDAI collaboration meeting on February, 21, 2018.
- Dr. Boyd continues to collaborate with Lotus Wheeler, NN Court Services Director, to discuss safety and the impact of gang violence on the individuals served by the agency, staff and employees within the Newport News Court Services Unit.

Newport News Juvenile Drug Treatment Court (NNJDTC)

- Juvenile Drug Court held a small graduation ceremony on February 21, 2018 for one Drug Court participant. The graduate achieved 575 days of sobriety, received a certificate of completion from Menchville High School, and is working full-time in a factory in Toano, Virginia.
- The Drug Court team attended the memorial service for Drug Court judge, Barry Logsdon. (SO#3)

Therapeutic Mentor Services

- As the premier provider of Therapeutic Mentoring, the program facilitated numerous activities that were geared to promote socialization skills, build positive relationships, and the use of art for self-expression as follows:
 - During the month of February, several activities were held in honor of Black History Month to recognize the accomplishments of African Americans throughout history.
 - A large number of the older youth in the program participated in a group discussion that focused on school safety. This group focused on bullying, anger management, gun violence and grief. Youth were able to submit questions to be addressed by the group anonymously.
 - Several younger youth in the program attended the Brick by Brick Lego Shipbuilding exhibit at the Hampton Roads Naval Museum.

- A program wide Hot Wheels Tournament occurred during the month of January. Youth were engaged in track/course set up, personalizing their cars for the race and competing against their peers. Multiple program youth engaged in a tour of the Battleship Wisconsin.
- Many of the older teen girls continue to participate in a monthly girls group that focuses on positive self-concept, healthy relationships and the dangers of social media.
- Activities were also designed to offer the opportunity for positive leisure activities and physical exercise. Numerous youth in the program participated in weekly sporting activities to include flag football and three on three basketball games. Numerous youth also attended an ice skating activity at the MacArthur Center Mall.
- Several older youth in the program are scheduled to attend a job fair in early March 2018. In addition, age appropriate youth in the program have been forwarded information regarding summer employment opportunities in both Hampton and Newport News. During the month of March, the program will host workshops for both staff and youth that will focus on safety at outdoor group activities in preparation for upcoming summer activities.



Hampton & Newport News Therapeutic Day Treatment (TDT) Services

- As a dedicated partner of the Hampton City Schools, Nicole Jackson, Administrator, and Dr. Debbie Hood, Treatment Coordinator, continue to serve on the division's Tier III Team. Meetings were held on December 1, 2017, December 8, 2017 and January 5, 2018 where creative planning occurred to address the clinical needs of youth who are at risk of needing private day school services. A follow up meeting is planned for March 7, 2018.
- Lisa Hogge, Director, and Nicole Jackson, Administrator, continue to support the needs of the Hampton City Schools by attending the bimonthly Executive Stakeholder and BASE meetings.
- On February 1, 2018, Mrs. Hogge and Mrs. Jackson hosted a vendor booth for *The Academies of Hampton: My Future, My Journey Career Exploratory Inaugural Program*. The students who attended the event received first-hand information from Mrs. Hogge and Mrs. Jackson on career opportunities within the agency and the field of mental health. Also, Mrs. Jackson has been selected to serve on the advisory board for the Academy of Health Human and Financial Services at Hampton High School.
 - As a partner of the Newport News Public School System, Mrs. Jackson, continues to serve on the advisory team for Mental Health Wellness.



- Mrs. Jackson, and Cassandra Vetter, Treatment Coordinator, met with Newport News Public Schools on February 28, 2018 to begin planning for Therapeutic Day Treatment’s Summer Enrichment Program and SPARK collaboration.

Prevention Services

- H-NNCSB Prevention Services entered into a Joint Venture Contractual with the Peninsula “Commonwealth Prevention Alliance” to share the intellectual property utilized in the PAStop Opiate Abuse Prevention campaign, and related consultation needed to pilot a media campaign. The H-NNCSB has entered in to contracts with media companies that are delivering Opiate Prevention messages on local bill boards, in area movie theaters, and on public transit buses. The \$60,000 Opiate Prevention grant funding from the DBHDS pays for this initiative.
- The Prevention Services Department has joined the “Peninsula Community Opiate Response” Task Force to participate in a multi-agency collaborative to prevent opiate abuse.

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

Juvenile Justice Services (Juvenile Drug Court, Detention Services, Hampton & Newport News Court Services Unit)

- Two Judges will be appointed in the Newport News Juvenile Domestic Relations Court later this year, and one in the Hampton Juvenile Domestic Relations Court.
- Safety concerns continue to be a topic of discussion for city officials in the City of Newport News to minimize violence as three juveniles have been murdered within the last six months.

Hampton & Newport News Therapeutic Day Treatment (TDT) Services

- Nicole Jackson, TDT Administrator, maintains her role as the Chair of the TDT Coalition. The January meeting focused on Commonwealth Coordinated Care Plus (CCC+) along with program adjustments to accommodate regulatory changes. Department of Medical Assistance Services (DMAS) regulations were updated on February 6, 2018. The next TDT Coalition meeting is scheduled for April and will be hosted by the H-NNCSB.

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 reputation as THE premier provider in the context of the changing Virginia’s behavioral health system.

I. ARTS will continue to build-out its array of treatment and recovery services as community demands dictates and funding is available. (1A, 1D)

- The **Veterans Treatment Docket** amended its eligibility criteria to also serve individuals diagnosed with PTSD and/or a Mental Health Disorder. Substance Use Disorder does not have to be the primary diagnosis any longer. The new criteria will allow the program to serve

more individuals. The Veterans Coordinator will serve as the care coordinator for all services provided to the veterans that she is not able to provide herself.

- The **South-Eastern Family Project (SEFP)** received approval from the Board's Program Implementation Committee (PIC) to request a licensure modification to be considered 3.1 and 3.5 ASAM Level of Care. This licensure modification will allow an individual receiving services at SEFP, under the approved 3.5 level of care to remain at SEFP to complete her care at 3.1 (a lower intensity level of care).
- **The ARTS Case Management Project Link Service** is the recipient of a 3 year State Pilot Grant for Pregnant and Postpartum Women facilitated by the Department of Behavioral and Developmental Services (DBHDS) and awarded from the Substance Abuse Mental Health Services Administration (SAMHSA) to enhance and expand Project Link services. Grant funds will be used to add a Peer Recovery Specialist; train program staff to provide evidence based parenting, trauma and screening services; support collaboration and referral efforts for medical and welfare providers in the community and to evaluate the Project Link model for future replication.

II. **ARTS will examine workflow, infrastructure and staffing to assure rapid access to treatment. (1E)**

- Sherry Glasgow, Program Administrator, with the **Hampton-Newport News Drug Court/Veterans Treatment** completes a weekly service availability report identifying the programs availability to perform assessments and intakes.
- In an effort to engage individuals quicker in services, **ARTS Case Management Services** began offering daily intake appointments. This has expedited the referral process and reduced the number of no show intake appointments.
- **SEFP** staff continues to complete referral screening forms and make return contact to schedule a face to face assessment within 48 hours of contact. Medical screening, for admission to SEFP, continues to be barrier for quicker entrance into SEFP. We are continuing to look at options to reduce this barrier.
- **Partners in Recovery (PIR)** continues to be flexible with the provider and clinicians' schedules to get individuals enrolled into services as quick as possible. A new LPN started on 1/3/18.
- **SEFP Manager** conducted CSA II interviews and 2 FT 12-8 positions and one PT 12-8 weekend staff were hired.
- **PIR, HRC and SEFP Managers** participated in the GAP Meeting with MTM surrounding Same Day Access.
- The ARTS Director participated in the inaugural meeting of the Same Day Access work group and will become a permanent meeting on the MTM's Rapid Cycle Change Team (RCCT).

III. ARTS leadership will monitor financial processes tied to service delivery to assure revenue projections are met. (1B)

- **The SEFP Manager** has continued to complete assessments and advocated for client admissions with numerous providers and potential clients in the community, especially with the corrections systems. Manager has been working on developing the 2019 budget.
- **The PIR Program Manager** continues to meet with financial services, monthly, to review the program budgets and billing reports to ensure that all billable services are completed within the billing cycle and billed accurately; as well as to identify ways to increase revenue and balance the various program budgets.

IV. 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)

- **The Drug Court Staff** attended a two day training on Family Systems Trauma.
- **The ARTS Case Management staff** attended a variety of trainings to include: REVIVE; Improving the Quality of Addiction Treatment; The Role of Substance Use and Opioid Misuse in Child Welfare Caseload Increases; ASSIST; What is Trauma: Trauma Informed Supervision Part 1 and Part 2; HPR-V Ground Rounds: Family Systems Therapy and Trauma Informed Care; and the Neurobiology of Addiction and Improving Outcomes by Combining Medication with Counseling.
- The Case Manager Supervisor initiated ASAM coaching sessions for program staff as a DBHD prerequisite to becoming a “certified” ASAM trainer. The sessions were an opportunity for staff to ask questions and to solicit information regarding challenges with completing the ASAM Criteria.
- Quality Management, Karen Mathews, provided education on human rights to the **SEFP staff** during the February staff meeting.
- **PIR and HRC Manages** provided Person-Centered ISP Training for PIR and HRC Clinical Staff.
- PIR Manager, Luxtracia Gregory, was selected as an HPR 5 Lead Clinical Trainer.
- PIR Manager participated in Couples Counseling Training.
- PIR Manager participated in a 2-day Trauma Informed Family Systems Counseling Training.
- PIR Manager attended a training on Neurobiology of Addiction and Improving Outcomes by combining Medication with Counseling.

- The PIR and HRC Managers and the ARTS Director attended a Town Hall Meeting at EVMS on the Opioid Epidemic.

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.

I. 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)

- **The PIR Manager** participated in a DMAS-CMHS Provider call and the monthly CCC+ meeting.
- Housing resources for residents at **SEFP** have become an ongoing issue, with shorter duration in treatment.

II. 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)

- **SEFP Program Manager** has been invited to present at the Peninsula Maternal Health Coalition on 3/14/18. The SEFP Manager, Tambrya Klemer, has also been invited to provide an overview of SEFP to the leadership with Our Lady of Mt. Carmel Church on 3/6/18, as they conduct outreach into the Newport News community providing pregnancy resources.
- A **Hampton Roads Clinic (HRC)** individual was featured on WVEC Chapter 13 News related to opioid addiction and the ARTS Director was a spokesperson on WAVY 10 News on a story about treatment resources after a mother was found to have overdosed in her car. The mother's newborn infant was also in the car.
- The ARTS Director, along with the agency's Communication and Development Director provided an overview of Addiction and Recovery Treatment Services to the Riverside Emergency Doctors on 2/14/18

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.

I. 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)

- The participants at the **Hampton Drug Treatment Court** in Phases 1 – 3 completed a survey focused on the quality of the services that they are receiving. Overall feedback was positive. One person suggested more focus on the family.

- Program surveys for **ARTS Case management** are available at the front desk and in the lobby for individuals to provide feedback. In addition, the Program Manager, Kat Cannady, mails satisfaction surveys to a sample of individuals participating in the program quarterly. Feedback received during this period indicated an overall satisfaction with services including one individual who stated “They are helpful causes they can help you with things you didn’t know.”
- Residents reported their reasons for entering **SEFP** were “to get treatment, recovery, and to get proper medical care for their babies.” During this time period, surveys reflected strong satisfaction with services at **SEFP**. “Everything that I do here at SEFP prepares me for the outside life”.

II. 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 Veterans Treatment Docket** met on February 15, 2018. Discussion focused on ways to increase referrals and the census. Sherry Glasgow, Program Administrator, suggested developing a sub-committee to review the use of MAT and barriers to the program. The suggestion was tabled until the next meeting due to the number of members at the meeting.
- The LGBT Center provided HIV/AIDS education and on-site rapid testing at both **adult drug court programs**.
- A new partnership was developed with the C. Waldo Scott Center. They will begin accepting individuals who need to complete community service from **Newport News Drug Court**. They will also provide a 12 week program called 24/7 Dads. This program will occur during the weekly male gender group for those in Phases 1 - 3.
- Virginia Cooperative Extension Services continue to provide education at both adult drug courts on healthy nutrition twice a month. The participants are able to make and eat healthy food items at the programs.
- Although there has been budget cuts in adult education at Newport News Public Schools, they continue to provide a teacher to teach GED twice a week at Newport News Adult Drug Court. Both programs are able to refer individuals to the class. There are currently six (6) individuals in the class.
- Sherry Glasgow, represented adult drug courts at the Hampton Newport News Community Criminal Justice Board Meeting. She also participated in a conference call as a Board Member of the Virginia Drug Court Professionals.
- The **ARTS Case Manager Program Supervisor** attended the Maternal, Infant, and Early Childhood Home Visiting Program (MIECHV) bi-annual meeting at Newport News Human Services.

- **PIR Manager** attended the monthly Re-Entry meeting and the Quarterly Criminal Justice Board Meeting.
- **The ARTS Director** continues to be active in the Peninsula Community Opioid Response (PCOR) Group and is current representative of the Treatment and Resource subcommittee.
- The ARTS Director met with Margie Miner of DAR (Department of Agency and Rehabilitation Services) on January 30, 2017 to learn how DAR can assist the individuals that we serve.

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, South-Eastern Family Project (SEFP)

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

DEVELOPMENTAL SERVICES DIVISION

Carol McCarthy, Director

I. Maintain financial performance necessary for the continuing provision of quality services Creative Options:

- The Creative Options Day Support program has the capacity of supporting *120* individuals. Currently there is a daily attendance of 86.
- There are 2 Part Time vacancies at the day program due to staff accepting full-time positions in Residential services.
- Two Assessment were completed and the individuals are projected to start the program in March self-pay/trust fund and waiver funded.
- Pending assessments: 1 (Intermediate Care Facility (ICF))
- The program did not meet Medicaid projected revenue in January due to the weather.

Residential

- As of the end of February 2018, there are 47 individuals residing in the Waiver homes and 11 in the ICFs. The Residential program continues to have a vacancy at Aberdeen Gardens and Terrace Place. There is now a vacancy at Duval after an individual residing at Duval was discharged to a sponsored residential home during the month. The vacant bed at Gilbertson Lodge was filled bringing the ICF programs to full capacity.
- Aberdeen Gardens continues to work toward becoming an ICF; however, this continues to be delayed. The Residential program director requested feedback from the Department of Health regarding the timeline for moving forward; however, there has not been a response regarding the time line to move forward. We continue to pursue this certification due to the

increasing needs of the Individuals in the program and the financial resources necessary to provide a higher level of care which ICF funding is able to provide.

Support Coordination

During the month of February 2018 a total of **625** individuals were supported by Adult Support coordination: 473 Community Living Waiver; 46 Family & Individual Support Waiver; and 25 Building Independence Waiver individuals received services from both Adult and C&A Support Coordinator Services. The Statewide Waiver Waiting List to include Adult/C&A consists of *(Priority 1-60, Priority 2-263, Priority 3- 178)*.

II. Pursue an Expansion of services and training so that the HNNCSB can offer services to private provider and agencies within the greater community.

Supervisors and Managers attended Person Centered Coaches training. The training focused on refreshing skills in the area of community connections. Community Connections is learning practical ways to support an individual to get truly connected to their communities based on their interest.

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

Creative Options

Individuals began volunteering at a new site- *Habitat for Humanity Restore Donation Center*. On their first visit the individuals sorted hangers by placing metal and plastic hangers in the trash bins. Individuals also sorted and priced books & lampshades that were boxed to be sent to the store. The individuals will volunteer on the 1st and 3rd Monday of the month. Individuals and the site Manager are pleased with this new opportunity!

Residential

The Residential Supervisors participated in Coaches training which was focused on enhancing community connections in order to support the Individuals with choosing a variety of activities that match their interests and develop more ties to their community. An area of focus during the year will be identifying at least one new activity each quarter that each Individual likes by exposing them to new opportunities. All Residential Supervisors also received a manual describing various types of abuse which is being reviewed with all Individuals in order to help them recognize and report abuse and increase their self-advocacy.

Updates/trends (local, state, federal)

The Department of Justice (DOJ) 11th Independent Review was presented to the Executive Leadership Team (ELT), Quality Management, and Support Coordination. The purpose of this PowerPoint was to educate staff about the findings and expectations of the CSB's and Commonwealth. The Developmental Services Division will be creating an Action Plan to assure compliance with the DOJ Reviewer's Recommendations. The full report is available from Mrs. McCarthy upon request.

Delmarva conducted a Person Centered Review on 1/10/18 on several individuals at the day program. In the past, programs were cited for not providing education about abuse. As a result

of this citation an education tool was developed and is utilized for training purposes. The outcome of this review was positive as the abuse training was noted and we were not cited.

Residential Services policies were reviewed with the Residential Supervisors during the month in order to educate them on updated regulations concerning Home and Community Based Services (HCBS) requirements that have been incorporated into the Residential Services Policies.

Gilbertson Lodge completed its ICF annual recertification visit by the Department of Health in January.

In addition, the Support Coordination leadership met and developed a strategic plan based on the Department of Justice, Home and Community Based Services (HCBS), State Performance Contract, and the CSB Strategic Plan. The *Developmental Services Division Goals* include:

- **Assist individuals in leading more productive and autonomous lifestyles, and promote choices through premier services, advocacy, and education**
- **Enhance services based on our expertise and utilization of dashboards to determine needs and preferences of individuals/division trends**
- **Remain aligned with state initiatives by optimizing quality of services through investing education and training with individuals, providers, and stakeholders.**

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

At the Our Choices meeting we watched and discussed a lesson from Self Advocacy Online- "*Speaking Up*" *Advocating for Yourself*. The members were very engaged in this conversation and learned what it means to advocate, how to advocate, and why it is important to advocate.

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

The Residential program continues to experience staff vacancies; however, the response rate to the advertised positions has improved over the last several weeks. Recent interviews have been productive and resulted in several vacancies being filled. There continues to be a need for weekend and overnight staff.

Staff retention with Support Coordinators has been challenging due to the increased demands per the DOJ Settlement Agreement mandates and competition with the six MCO's in the Hampton Roads area. The Community Services Board cannot compete with the salaries of the MCO's.



MEETING OF THE BOARD OF DIRECTORS

Thursday, February 22, 2018, 5:00 p.m.

CSB Campus Board Room, 2nd Floor

- Present:** Mrs. Rogers, presiding; Mrs. Dahlen, Dr. Davidson, Mr. Morehouse, Mrs. Owens, Ms. Russell, Dr. Spencer, Mrs. Stewart, Mr. Supler, and Mrs. Thomas
- Staff:** Mrs. Christian, Mrs. Barnes, Dr. Bond, Ms. Cipriano, Mr. Crisp, Mr. Deisch, Mr. Dudley, Dr. Gill, Mrs. Hogge, Mrs. Hunt, Mrs. O'Brien, Mrs. Vatsa, Ms. Whitaker, Ms. Mercado and Ms. Davis
- Guest:** N/A

CALL TO ORDER

Members of the Board of Directors for the Hampton-Newport News Community Services Board held their monthly Board of Directors Meeting on Thursday, February 22, 2018, where Mrs. Wanda Rogers, Board Chair, called the meeting to order at 5:07 p.m. and welcomed Members, guests, and staff to the meeting.

REMARKS OF THE CHAIR

Mrs. Rogers advised Members of the Board of Directors that they had an added Action Item to consider not originally provided to them in their February Board Package. She continued noting that the new Action Item was the result of a meeting of the Budget, Finance and Audit Committee held earlier in the week, and that Members of the Board would hear more on the Action Item later in the meeting. Members were also informed of the names of Members of the Board of Directors who communicated their inability to attend the meeting that evening. These Members included, Mrs. Golden Bethune-Hill, Mr. James Gray, Jr., Mrs. Pixie Killebrew, and Sheriff B.J. Roberts.

Mrs. Rogers also shared with Members of the Board that according to a recent report, Mrs. Killebrew had returned home and hopes to join Members of the Board in the spring. It was added that flowers were already sent to the home of Mrs. Killebrew from Members of the Board of Directors and staff.

INTRODUCTION OF GUESTS

Mrs. Natale Christian, Executive Director, introduced both Mrs. Connie Vatsa, PACT Manager, and Mrs. Alison O'Brien, RN Supervisor-PACT, to Members of the Board of Directors. She noted that they would be providing the Board Presentation for the evening on the Program for Assertive Community Treatment (PACT).

PUBLIC COMMENT

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

ACTION ITEMS

A-1.

A Motion was made to accept the Minutes of the Board of Directors Meeting held on Thursday, January 25, 2018, as presented.

Action

There being no corrections or comments, the Minutes of the Board of Directors Meeting held on Thursday, January 25, 2018, were accepted as presented.

A-2.

Mrs. Mary Stewart, Committee Chair, reported that Members of the Nomination and Selection Committee held their first meeting of the fiscal year on Tuesday, February 6, 2018, at 4:00 p.m., in the Campus Board Room. She noted that during the meeting they discussed, among other items, upcoming Board of Director vacancies and reappointments.

With regard to upcoming vacancies, Mrs. Stewart regretfully informed Members of the Board that after serving 3, three-year terms on the Board of Directors for the Hampton-Newport News Community Services Board, the Board would be losing both Mrs. Wanda Rogers, current Board Chair, as well as Dr. Turner Spencer, former Board Chair, whose terms are scheduled to expire on June 30, 2018. She advised, however, that while they are not eligible for reappointment at this time, in accordance with the *Code of Virginia*, they may be considered for reappointment to the Board following one full year off of the Board. Mrs. Stewart continued noting that in efforts to fill the upcoming vacancies, Members of the Nomination and Selection Committee would be reviewing Board Bank applications recently received from the City of Hampton at their next scheduled meeting.

In the area of reappointments, Mrs. Stewart shared the names of three additional Members of the Board whose terms are scheduled to expire as of June 30, 2018. However, she added that these Members of the Board were eligible to serve an additional 3-year term on the Board of Directors for the Hampton-Newport News Community Services Board. That being reported, Mrs. Stewart communicated the Fiscal Year 2019 reappointments to include Dr. Arva Davidson and Dr. Elva Williams Hunt, in the City of Newport News; as well as Councilman James (Jimmy) Gray, Jr., in the City of Hampton. She stated that staff had reached out to those Members scheduled for reappointment to confirm their continued availability and interest. Members of the Committee requested Board approval to submit the confirmed names for reappointment recommendation to their respective City Councils. Mrs. Stewart reminded Members of the Board that while recommendations for Board reappointments are made to Members of City Council, reappointments to the Board of Directors for the Hampton-Newport News Community Services Board are at the sole discretion of respective City Councils.

In closing on this Action Item, Mrs. Stewart expressed that it was the recommendation of the Nomination and Selection Committee that Members of the Board of Directors approve the submission of the confirmed names of Dr. Davidson, and Dr. Williams Hunt, in the City of Newport News, for reappointment consideration by Members of the Newport News City Council.

Action

There being no additional questions or discussion, Members of the Board of Directors for the Hampton-Newport News Community Services Board approved the submission of the confirmed names of Dr. Davidson, and Dr. Williams Hunt, for reappointment consideration by Members of the Newport News City Council.

A-3.

In the absence of Mr. Thomas Morehouse III who was delayed, Mrs. Beatrice Dahlen, reported that Members of the Budget, Finance and Audit Committee met on Tuesday, February 20, 2018, at 4:00 p.m., where they received a Presentation of the Fiscal Year 2018 Budget Revision from Ms. Denise Newlon, Chief Financial Officer. She continued that during the Presentation, Members of the Committee were provided with a summary of significant revisions made to the FY18 Budget, along with a comparison of the approved and revised budgets for the fiscal year.

Moreover, Mrs. Dahlen communicated that Ms. Newlon reminded Members of the discontinuance of two Programs in the FY18 Budget year which included the REACH Program, discontinued in October 2017; and Tele-Psychiatry Services which was discontinued in December 2017. She added that it was pointed out to

Members of the Committee that the net effect to the Hampton-Newport News Community Services Board was “zero” as these programs were operated on behalf of the Region. Members were informed that Ms. Newlon continued her report noting that while the programs were discontinued, a good job was done in relocating staff of the REACH Program by the Human Resources division. It was shared that the discontinuance of these programs did not result in the loss of staff other than those who chose to relocate to the Western Tidewater CSB, the Regional CSB that resumed REACH program services.

Action There being no corrections or comments, the FY2018 Revised Budget was accepted as presented by Members of the Board of Directors.

BOARD STANDING COMMITTEE REPORTS

Nomination and Selection

Mrs. Mary Stewart, Committee Chair, stated that as noted earlier in the meeting, Members of the Nomination and Selection Committee held their first meeting of Fiscal Year 2018 on Tuesday, February 6, 2018, at 4:00 p.m. She asked that Members of the Board please note that in addition to Board Membership, Members of the Committee reviewed other annual responsibilities which included preparing the Fiscal Year 2019 Proposed Slate of Officers and the Annual Performance Evaluation of the Executive Director, Mrs. Natale Christian.

Members were advised that during the meeting, the Committee held preliminary discussion regarding the Fiscal Year 2019 Proposed Slate of Officers, and it was announced that the names of current Members of the Board would be considered to fill the Hampton-Newport News Community Services Board Offices of *Board Chair, Vice Chair, Treasurer, and Secretary*. Mrs. Stewart informed Members of the Board that the Proposed Slate of Officers for Fiscal Year 2019 would be announced at the May Meeting of the Board of Directors for consideration with the opportunity for Members of the full Board to submit their recommendations to the Nomination and Selection Committee. She pointed out that in accordance with the Board By-Laws, Action on the Fiscal Year 2019 Proposed Slate of Officers is to be taken during the June Meeting of the Board.

Mrs. Stewart continued noting that Members of the Nomination and Selection Committee also concurred on the tools and process to be used in the Annual

Performance Evaluation of the Executive Director, Mrs. Natale Christian. She asked that Members of the Board note that Mrs. Christian had agreed to provide Members of the Board with her Self-Appraisal no later than Friday, March 23, 2018.

She instructed that following receipt of the Self-Appraisal, Members of the full Board would receive a copy of Mrs. Christian's Self-Appraisal along with the approved Performance Evaluation tool received from the Dept. of Behavioral Health and Developmental Services on the following Monday, March 26, 2018. After which, Members of the Board of Directors would have approximately two weeks to return their completed Performance Evaluation forms to Mrs. Kimberly Thompson, Director of Human Resources. Moreover, Members of the Board will have until Monday, April 9, 2018, to return their remarks for consideration by Members of the Nomination and Selection Committee during their Performance Evaluation of the Executive Director.

In closing, Mrs. Stewart announced that a full report of the Annual Performance Evaluation of the Executive Director would be provided at the June Meeting of the Board of Directors of the Hampton-Newport News Community Services Board.

Budget, Finance And Audit

Mr. Thomas Morehouse III, Committee Chair, reported that along with the Committee's review of the FY18 Revised Budget, at their meeting held on Tuesday, February 20, 2018, Members of the Budget, Finance and Audit Committee also completed their monthly review of the Financial Statements and Operating Results through December 31, 2017, for the Hampton-Newport News Community Services Board and its entities, namely the H-NNCSB Property Company, Inc., Share-A-Homes of the Virginia Peninsula, and the Trust for Disabled Person.

Members of the Board of Directors were informed that in the review of the Financial Statements and Operating Results, Ms. Newlon provided the Actual and Projected Cash Balances noting that while there had been a slowdown in payments from Managed Care Organizations, who have been challenged by the new process, the CSB remains positively strong in cash which has continued to keep the organization out of its Line of Credit 2014. The hope is that with the monthly Managed Care Organizations calls, the glitches will be worked out soon. The Committee also reviewed the CSB's Aging and Earned Revenue, Unbilled Services, Divisional Net Income and the Health Insurance. During their review, Ms. Newlon pointed out that CSB earned revenue was a little over 84% of the monthly budget of more than \$17M through the month of December. Still, in their review of the Divisional Net Income of the Agency,

Members were advised of State Revenue, Grant and other funding, Deferred Revenue, Consultant services, Client and Family Supports, and other programmatic matters. In the area of Health Insurance, Ms. Newlon noted a favorable variance in spite of increased claims the prior month which had the CSB under budget in staff Health Insurance by a little over \$175,000.

Furthermore, Members of the Committee were informed of the H-NNCSB “Over Achievers” listing where the Bright Beginnings Program continued to earn revenue higher than its budgeted target and with lower year-to-date expenses. It was communicated to Members by Mrs. Newlon that during the month ending December 31, 2017, the Bright Beginnings Program was joined on the listing by the Child and Adolescent Mental Health Case Management division. Members of the Budget, Finance and Audit Committee also reviewed a few programs which were on the H-NNCSB “Watch List”, and it was noted that these programs had been impacted due to changing regulations, large staff turnover, and the obligation to provide more intensive treatment services which often exceeded Medicaid reimbursable units.

Mr. Morehouse shared that as the Committee meeting came to a close, Members were provided with a thorough review of the H-NNCSB Balance Sheet through December 31st; along with the Balance Sheets and Profit and Loss Statements of the H-NNCSB Property Company, Inc., Share-A-Homes of the Virginia Peninsula, and the Trust for Disabled Persons, which continued to have no new participants. He asked that Members of the Board mark their calendars for the next meeting of Members of the Budget, Finance and Audit Committee scheduled on Monday, March 19, 2018, at 4:00 p.m. in the CSB Campus Board Room.

**Community Relations/
 Governmental
 Affairs**

Mrs. Beatrice Dahlen, Committee Chair, reported that Members of the Community Relations / Governmental Affairs Committee also met on Tuesday, February 20, 2018, at 4:30 p.m., to receive General Assembly and Legislative updates, and discuss matters to include Local Initiatives, the annual Hall of Fame event, and receive reports from Advocacy Groups.

It was shared that during the General Assembly and Legislative segment of the meeting, Mrs. Sherry Hunt, Director of Communications and Business Development, provided Members with an update on the Governor’s Proposed Biennial Budget and a few other Bills that were being considered. More specifically, Members were informed that the Governor’s Budget had been

adopted by the House with minor modifications and that major changes related to Medicaid Expansion were made by the Senate. Following lengthy discussion regarding several matters pertaining to Medicaid Expansion, staff noted their belief that there could be some consensus in this area.

Members of the Committee also discussed the Senate Bill 555 (SB555) regarding Barrier Crimes which was introduced by Senator Monty Mason on behalf of the CSB. Mrs. Hunt advised that the Bill passed the Senate, and was assigned to the House's "Health, Welfare and Institutions Committee". She stated that Members would be interested to know that CSB staff and several Peer Support Specialists traveled to Richmond to speak with Legislators in support of the Bill. Additionally, Mrs. Dahlen continued that Members of the Committee were updated with regard to Senate Bill 878 (SB878), which would mandate that CSBs provide mental health and substance abuse services in correctional facilities. Staff noted that while this CSB currently had contracts with some of the local jails, the Bill could potentially be an unfunded mandate that required CSBs to provide services in correctional facilities without the necessary funding. Mrs. Hunt announced that both the Virginia Association of Community Services Boards, Inc., (VACSB) and Hampton-Newport News Community Services Board are opposed to SB878.

In the area of Local Initiatives, Mrs. Dahlen pointed out that a *Thank You* letter had been sent to Members of the Hampton City Council thanking them for their time in regards to the Hampton City Council Tour of the CSB held last month. Moreover, in the City of Newport News, Mrs. Christian reported that she had extended an invitation for Members of the Newport News City Council to Tour the CSB as well.

Furthermore, it was communicated by Mrs. Dahlen that Judge Hoffman spoke with Members of the National Alliance on Mental Illness (NAMI) regarding the Newport News Behavioral Health Docket and that the Judge wanted the H-NNCSB to provide behavioral health services for the Docket. Mrs. Christian shared with Members of the Committee that she had also met with Judge Hoffman to discuss how the CSB can support the project, and that Mr. Dean Barker is a member of the planning team for the Behavioral Health Docket. It was noted that while funding had been requested for the docket, the CSB is cautious about adding more responsibilities to its existing jail staff who currently serve both the Hampton and Newport News court systems along with three of the local jails.

Mrs. Dahlen continued that preliminary discussions about the H-NNCSB Annual Hall of Fame event were held, where Mrs. Christian advised that staff is working with the Marriott to secure potential dates in the months of April or May. Moreover, Mrs. Dahlen shared that Members of the Committee briefly discussed the criteria for potential inductees and received a listing of previous recipients of the Hall of Fame Award. She asked that if Members of the Board had any nominations of individuals to be considered for the H-NNCSB Hall of Fame, a copy of the Criteria and Nomination Form had been provided for Members in their red folders.

In the area of Group Advocacy, Mrs. Dahlen informed Members of the Board that Mrs. Fredericka Jones provided Members of the Community Members of the Community Relations & Governmental Affairs Committee with an update from the Substance Abuse and Recovery Alliance of the Peninsula (SAARA). She added that Mrs. Jones briefly provided the activities of the group since her January report, noting that they continued to provide trainings, had a successful workshop on January 27th, and were planning their 2nd Annual Retreat sometime in April.

In closing, Mrs. Dahlen asked that Members of the Board please be advised of the next meeting of the Members of the Community Relations / Governmental Affairs Committee scheduled for Monday, March 19, 2018, at 4:30 p.m. in the CSB Campus Board Room.

INFORMATION ITEMS

Barrier Crimes Senate Bill 555

In addition to the four (4) Items of Information received on Pages 4 and 5 of the February Board Package, Mrs. Christian asked Mrs. Sherry Hunt to share her recent trip to Richmond with Members of the Board. Mrs. Hunt communicated that earlier in the day, she and six Peer Support staff traveled to Richmond to advocate for Senate Bill 555 (SB555), for those with barrier crimes to be eligible to undergo a screening process in order to work at CSBs. She pointed out that the trip included both Ms. Alethea Lambert, Peer Support Coordinator, and Mr. Joe Hudson, Peer Advocate. It was noted that many of the Peers had never been to the General Assembly, and that the visit was highly informative to them.

Mrs. Hunt shared that Mr. Hudson spoke before the committee and did an excellent job. The Bill passed with a vote of 14 to 6. She advised that the next step was for the Bill to be voted on by the full House. Mrs. Hunt informed Members of the Board that Peer Specialists had the opportunity to meet with Senator Mason and thanked him for his support throughout the Session. Peers also met with a few Delegates and were introduced on the House Floor by Delegate David Yancey. Mrs. Stewart commented that Mrs. Hunt has done a great job coordinating the legislative activity for the Board.

FY2019 Budget Preparation

Mrs. Christian informed Members of the Board that in addition to advocacy, the CSB Leadership had been working on their FY2019 Budgets which were due the next day to Mrs. Denise Newlon, Chief Financial Officer. She noted that hopefully upcoming budgets for FY2019 will be ready for review by the Budget, Finance and Audit Committee by its meeting scheduled for April 23, 2018, then to the Board for review.

BOARD MEMBER PRESENTATION

Program for Assertive Community Treatment (PACT)

Mrs. Natale Christian introduced Mrs. Connie Vatsa, Manager of the Program for Assertive Community Treatment, and advised Members of the Board that Mrs. Vatsa, while with the agency for some time, had been the PACT Manager for almost three years.

In her presentation, Mrs. Vatsa provided Members of the Board of Directors with the history of the Program for Assertive Community Treatment (PACT) which was developed in the 1970's to be a "Hospital without walls". More specifically, she shared that in the 1970's hospital staff made note of revolving door patients and wished to bring comprehensive supports to individuals where they lived in their communities in an effort to decrease hospitalizations. It was stated that the idea of the PACT Program was to have the same hospital approach provided within the community.

Mrs. Vatsa continued her presentation noting that the PACT Team exists to assist customers with their daily living activities, housing, family life, employment, benefits, healthcare, managing finance, medications, counseling and substance abuse services. She pointed out that the PACT Team meets individuals in their environment where the problems and stressors arise. The idea is that the Team is teaching individuals a better transfer of learning by teaching them in the community where they will be using these skills. Members of the Board were also provided with the admission criteria, operational requirements, and the requirements of the PACT Team which included working hand-in-hand with the Emergency Services division and attending daily staff meetings, not to mention that members of the Team are expected to deliver 75% or more of their services to individuals outside the office.

Following discussion and questions from Members of the Board regarding length of stay in the program, waiting lists, age requirements, and funding, Mrs. Christian thanked Mrs. Vasta for her presentation, and advised Members that a copy of the PowerPoint would be made available to them.

PROGRAM HIGHLIGHTS

Mrs. Rogers advised that for the month of February, Members of the Board of Directors received Program Highlights from Administrative Division Directors detailing up-to-date information regarding CSB departmental activities. This information was provided on Pages 5 through 15 of the Board Package.

CLOSING REMARKS

As the February 22, 2018, Meeting of the Board of Directors for the Hampton-Newport News Community Services Board came to a close, Mrs. Rogers asked Members of the Board to take a few moments to review the FY18 Monthly Planners provided in the back of the Board Package for upcoming Standing Board Committee Meeting dates and other CSB Events that might be occurring. She added that Ms. Mercado always waits to hear from Members to determine what meetings they are available to attend.

Board of Directors Meeting
February 22, 2018
Page 11

REMARKS

There being no further comments or questions regarding the February Meeting of the Board of Directors for the Hampton-Newport News Community Services Board, the meeting was adjourned at 6:07 p.m.

Mrs. Wanda Rogers
Chair

Mrs. Beatrice Dahlen
Secretary

Submitted by GMercado

FY18 Monthly Planner

March 2018

| | | | |
|-------------------------------------|-------------|-----------|--|
| 01 | 10:00 | am | Mike Zohab, DBHDS |
| 05 | 10:00 | am | HPR-V Executive Directors Regional Meeting |
| 05 | 2:00 | pm | Independent Reviewer |
| 06 | 11:30 | am | Executive Leadership Team – FY19 Budget Development |
| 07 | 12:00 | pm | Former Board Member Meeting |
| 08 | 9:00 | am | OTP Grants |
| 08 | 12:00 | pm | FY19 Budget Development |
| 08 | 2:30 | pm | Eastern State Monthly Meeting |
| 12 | 1:30 | pm | Newport News CMPT |
| 13 | 12:00 | pm | FY19 Budget Development |
| 14 | 1:00 | pm | William Nicoll, Anthem |
| 14 th – 16 th | | | <i>40th Annual Conference on the Black Family</i> - Hampton Univ. |
| 16 | 1:00 | pm | Profiler / CCP Full User Group, District 19 CSB |
| 19 | 9:00 | am | FY19 Budget Development |
| 19 | 4:00 | pm | Budget, Finance and Audit Committee |
| 19 | 4:30 | pm | Committee Community Relations / Governmental Affairs |
| 20 | 10:00 | am | VACSB, Executive Director Forum |
| 22 | 9:00 | am | <i>One Nation Overdosed, America's Opioid Epidemic</i> VAB Psychiatric Center |
| 22 | 2:00 | pm | Hampton CMPT |
| 22 | 5:00 | pm | CSB Board of Directors |
| 23 | 8:00 | am | Hampton Community Leaders Breakfast |
| 23 | 9:00 | am | FY19 Budget Development |
| 26 | 9:00 | am | H-NNCSB Management Team |
| 27 | 12:00 | pm | FY19 Budget Development |
| 29 | 8:00 | am | Substance Abuse Training, Charlottesville, VA |
| 29 | 12:00 | pm | FY19 Budget Development |
| 30 | 10:00 | am | TNCC Human Services Advisory Board |

FY18 Monthly Planner

April 2018

| | | |
|-----------|----------------|---|
| 02 | 9:00 am | HPR-V Executive Directors Regional Meeting |
| 03 | 11:30 am | Executive Leadership Team |
| 04 | 4:00 pm | Board Quality Management Committee |
| 09 | 1:30 pm | Newport News CMPT |
| 10 | 11:30 am | Executive Leadership Team |
| 12 | 4:00 pm | Nomination and Selection Committee |
| 17 | 11:30 am | Executive Leadership Team |
| 17 | 3:00 pm | Local Human Rights Committee |
| 18 | 1:00 pm | Clinical Supervision Peer Group Consultation |
| 23 | 9:00 am | H-NNCSB Management Team |
| 23 | 4:00 pm | Budget, Finance and Audit Committee |
| 23 | 4:30 pm | Community Relations / Governmental Affairs |
| 24 | 11:30 am | Executive Leadership Team |
| 27 | 1:00 pm | Steering Committee |
| 26 | 2:00 pm | Hampton CMPT |
| 26 | 5:00 pm | CSB Board of Directors |
| 27 | 8:00 am | Hampton Community Leaders Breakfast |