



MEETING OF THE BOARD OF DIRECTORS

Thursday, May 24, 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 of Directors

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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HAMPTON-NEWPORT NEWS COMMUNITY SERVICES BOARD MEETING OF THE BOARD OF DIRECTORS

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DATE: May 18, 2018
TO: Members of the Board of Directors
FROM: Natale Christian, Executive Director
SUBJECT: **Meeting of the Board of Directors - May 24, 2018, at 5:00 p.m.**
CSB Campus Board Room, 300 Medical Drive, Hampton, VA

Greetings Members of the Board:

May has been a very busy month for the agency. As you may know, earlier this month we participated in the **Give Local 757** campaign. This was our first year participating, and I am pleased to report that we doubled our fundraising goal. Thanks to all who participated. We also held our Annual Employee Appreciation, Hall of Fame Luncheon this month and it was a huge success. In addition to our staff and award recipients, the event was attended by friends, community stakeholders, locally elected officials, state legislators and Board Members. Moreover, we are pleased to have completed our Fiscal Year 2019 Proposed Budget, which will be submitted to you this month for Board approval.

In the area of Standing Board Committee meetings scheduled during the month of May: A meeting of Members of the **By-Laws Committee** was held on **Thursday, May 10th**, at **4:30 p.m.**; followed by a meeting of Members of the **Board Quality Management Committee** who met on **Monday, May 14th**, at **4:00 p.m.**; and Members of the **Nomination and Selection Committee** also held their meeting on **Thursday, May 17th**, at **4:00 p.m.** However, please be advised that Members of the **Budget, Finance and Audit Committee** are scheduled to meet next week on **Monday, May 21st**, at **4:00 p.m.**, followed immediately by a meeting of Members of the **Community Relations / Governmental Affairs Committee** at **4:30 p.m.** on that same date. We ask that Members of the Board of Directors remember that Standing Board Committee meetings are open to all Members of the H-NNCSB Board of Directors.

Finally, attached please find the Agenda and Package for the **Board of Directors Meeting** of the **Hampton-Newport News Community Services Board** scheduled on **Thursday, May 24, 2018**, at **5:00 p.m.**, for your review and consideration. We look forward to seeing you at the Meeting.

NWC:gvm
Enclosures

MEETING OF THE BOARD OF DIRECTORS

Thursday, May 24, 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. **Board Member Presentation – Mentoring Services**
5. **Action Items**
 - A-1 Minutes of the Board of Directors Meeting of April 26, 2018
 - A-2 By-Laws Committee Recommendation
 - A-3 Nomination and Selection Committee Recommendation
 - A-4 Budget, Finance and Audit Committee Recommendation
6. **Standing Board Committee Reports**
 - By-Laws Committee
 - Board Quality Management Committee
 - Nomination and Selection Committee
 - Budget, Finance and Audit Committee
 - Community Relations / Governmental Affairs Committee
7. **Consideration Items**
 - C-1 FY19 Proposed Slate of Officers
 - C-2 16th Annual Newport News Juvenile Drug Treatment Court Program Graduation
8. **Information Items**
 - I-1 Addiction and Recovery Treatment Services (ARTS)
 - I-2 STEP Virginia
 - I-3 Medicaid Expansion
9. **Program Highlights**
10. **Adjournment**

ACTION ITEMS

May 24, 2018

A-1. Minutes of the Board of Directors Meeting of April 26, 2018

Issue: Board approval of the Minutes of the Board of Directors Meeting held on Thursday, April 26, 2018.

Background: Minutes of the Meeting held on April 26, 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 April 26, 2018.

Enclosure: Minutes of the Board of Directors Meeting held on April 26, 2018.

A-2. By-Laws Committee Recommendation

Issue: Annual Review of the Board By-Laws and Policy Manual.

Background: In compliance with Article X of the Hampton-Newport News Community Services Board (H-NNCSB) *By-Laws*, Members of the Board are to review and approve its By-Laws on an annual basis. In an effort to comply with this regulation, Members of the **By-Laws Committee** concluded their annual review of both the *Board By-Laws* and *Board Policy Manual* at their meeting held on Thursday, May 10, 2018. Please note that Members of the Committee concurred on recommended changes to both the Board By-Laws and Policy Manual in accordance with 2017 General Assembly changes to the *Code of Virginia* and an amendment to **Article III, Section 6(b)**.

In compliance with Article IX of the H-NNCSB *Board By-Laws*, a copy of proposed changes was forwarded to Members of the Board of Directors via email on **Friday, May 11, 2018**, for their review and consideration. Please be advised that Members of the By-Laws Committee will be seeking Board approval at the upcoming Meeting of the Board of Directors scheduled for **Thursday, May 24, 2018**.

ACTION: Members of the By-Laws Committee seek Board approval of the proposed amendments to both the Board By-Laws and Policy Manual.

Red Folder Item: Copy of information sent to Members of the Board with proposed amendments on May 11, 2018.

A-3. Nomination and Selection Committee Recommendation

Issue: Board Approval of Board Membership Candidates to Fill Upcoming FY19 Vacancies.

Background: Annually, Members of the Hampton-Newport News Community Services Board Nomination and Selection Committee review Board Membership to determine upcoming reappointments and vacancies before the completion of a Member's term of service on the Board. When appropriate, the Committee prepares a list of candidates to submit for consideration to Members of the Board for their review and recommendation to the appropriate City Council.

At its last meeting held on Thursday, May 17, 2018, Members of the Nomination and Selection Committee completed their list of candidates to fill two upcoming Board vacancies. These candidates will be presented for consideration to Members of the Board of Directors at its Board Meeting scheduled for Thursday, May 24, 2018. The Committee will be seeking approval from the Board to recommend candidates to City Council for Board Membership consideration.

A-4. H-NNCSB FY19 Proposed Budget

Issue: Board Approval of the H-NNCSB FY19 Proposed Budget.

Background: Annually, following a thorough review by Members of the Budget, Finance and Audit Committee, staff submit a proposed budget for the next fiscal year to Members of its Board of Directors for their approval. This budgetary process is ultimately a part of the approval process of the Performance Contract created between the Department of Behavioral Health and Developmental Services (DBHDS) and the Hampton-Newport News Community Services Board (H-NNCSB).

For your information, on Monday, May 21, 2018, staff are scheduled to present the FY19 Proposed Budget to Members of the **Budget, Finance and Audit Committee** for their review and consideration. If accepted, Members of that Committee will then recommend approval of the FY19 Proposed Budget from Members of the Board of Directors. In our efforts to share this thorough review with everyone, please remember that all Members of the Board of Directors are invited to attend the meeting of the Budget, Finance and Audit Committee scheduled for **Monday, May 21, 2018**.

ACTION: Board approval of the FY19 Proposed Budget.

CONSIDERATION ITEMS

C-1. FY19 Proposed Slate of Officers

Issue: FY19 Proposed Slate of Officers.

Background: Each year, in compliance with the Board By-Laws, Members of the Nomination and Selection Committee have the responsibility of preparing a Slate of Officers for the next fiscal year. The Slate is to be considered by Members of the Board of Directors for the Hampton-Newport News Community Services Board at the May Meeting of the Board so that the election of Officers can be held at the June Meeting of the Board.

Please be advised that at its meeting held on Thursday, May 17, 2018, Members of the Nomination and Selection Committee confirmed their candidates for the FY19 Proposed Slate of Officers and will present the Slate for consideration at the Board of Directors Meeting scheduled on May 24, 2018. Once presented, Members of the Board of Directors will have until the June Meeting of the Board of Directors to make recommendations to the Proposed Slate before Board approval. **Please note that Members of the Board must approve a Slate of Officers for FY19 at the June Board of Directors Meeting.**

C-2. 16th Annual Newport News Juvenile Drug Treatment Court Program Graduation

Issue: Newport News Juvenile Drug Treatment Court Program Graduation Ceremony.

Background: For several years, the Hampton-Newport News Community Services Board has managed and provided all treatment services for the Newport News Juvenile Drug Treatment Court Program. Each year, the program acknowledges the successful completion of the program by its young participants. In honor of these successful participants, the pleasure of your company has been requested at the 16th Annual Newport News Juvenile Drug Treatment Court Program Graduation Ceremony scheduled on **Wednesday, June 13, 2018, at 4:00 p.m.** at the **City Center at Oyster Point**, located at **Fountain Plaza II, 700 Town Center Drive, in Newport News.**

Please be mindful that Members of the Board of Directors are asked to **R.S.V.P.** for the event by **Friday, May 25, 2018.**

Red Folder Item: Formal Invitation to the 16th Annual Newport News Juvenile Drug Treatment Court Program Graduation Ceremony.

ACTION: Please inform Ms. Mercado of your availability to attend this event.

INFORMATION ITEMS

I-1. Addiction Recovery Treatment Services (ARTS)

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

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

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

Update: We received a Notice of Award from DBHDS for opioid funding in the amount of \$107,000 which was earmarked for medication assisted treatment for 11 individuals. Unfortunately, this limited amount is insufficient to sustain the programs recently initiated.

I-2. STEP Virginia

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

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

Update: Staff continue to participate in Same Day Access Training on a monthly basis. We are hoping to implement this process in our outpatient therapy clinics in the next six (6) months. Same Day Access will allow for an individual seeking services to be evaluated

on the same day and scheduled for services within 10 days. An overview of the Same Day Access Model will be provided at a future Meeting of the Board of Directors.

I-3. Medicaid Expansion

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

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

Update: Pending General Assembly Action.

PROGRAM HIGHLIGHTS - CLINICAL DIVISION

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

- MHRSH Program Nurse, Nursing Supervisor and Program Manager continue to coordinate to ensure that all individuals' medical and psychiatric appointments were scheduled accordingly. Individuals are accompanied to all of their appointments.
- The one (1) new individual in the program has been approved for Medicaid which has been retroactive back to 2/1/18. There is continued care coordination between the program and outside providers.

PATH/Newport News Outreach/Safe Harbors/Project Onward

- PATH and NN Outreach continues to have client's enroll in Health Care for the Homeless and utilizing SEVHS clinic on HNNCSB 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 March & April 2018 the program did not meet the monthly revenue target although, there was an increase from the previous report. A few identified factors for not meeting the target are a new counselor beginning at the end of March and lack of participation from an individual who was participating prior.
- There were minimal reported billing errors during the reported months.

PATH/Newport News Outreach/Safe Harbors/Project Onward

- This period the CCS3 numbers have been good. Team is now reporting all contacts with the client or on the client's behalf within five days. Project Onward CCS3 numbers are at a critical low level with loss of staff but the team is working to improve those numbers to meet the target.

Adult Mental Health Case Management

- Billing errors have been reduced by around 95%
- CCS3 requirements were met for February & March. Revenue targets were met for Medicaid in February & March when billing corrections were completed. GAP revenue was at 50 percent due to clients with GAP converting to full Medicaid coverage. Four GAP referrals have been assigned and 3 were opened in March & April.

Road 2 Home

- Program has met the CCS3 requirements.

Reinvestment Case Management, Consumer Monitoring and Mobile Crisis Response Team

- CCS3 requirements were met for March and April 2018.

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

Regional Supervised Housing / Transcend Place

- 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. Program Manager will follow up and if she remains interested she will do so before the end of the fiscal year.
- 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).

Road 2 Home

- Centierra Boyd (Housing Stabilization Specialist) – Attended the VHA Landlord/Tenant training in April
- Tierra Harrington (Benefits Specialist)- Attended the Fair Housing training and, the Working with Disability training in April

Adult Mental Health Case Management

- All required trainings are up to date.
- Case Management Manager, Two Supervisors and Two Case Managers attended Trainings for Collaborative Documentation for the Pilot Program for Same Day Access.

PATH/Newport News Outreach/Safe Harbors/Project Onward

- Staff covers for supervisor in her absence. Supervisor was on vacation 04/01/2018-04/06/2018. David Hudson covered for the supervisor and did a great job. Sara Pastian Safe Harbor Residential Counselor covered for the supervisor in the SCANN meeting (service coordination and needs network). In this meeting cases and referrals to programs are discussed and consumers are directly linked to services. Shawn Niles is on the Resource Committee. Dee Schwartz, Herbert Gilliam III, David Hudson and Loretta Gaillard is on the HMIS (Homeless management information system) committee. These committees are under the GVPHC (Greater Virginia peninsula Homeless Consortium). All committee members share updates at Team meetings.

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.

PATH/Newport News Outreach/Safe Harbors/Project Onward

- NN Outreach and PATH staff remain busy with outreach to area shelters and the great outdoors. Both the Hampton “A nights Welcome Winter Shelter and Newport News PORT winter Shelter closed the last week in March. As you know spring has had a late arrival this year. This has made it hard for individuals that are staying outdoors 24 hours a day. Many requests for sleeping bags and blankets. PATH has also been partnering with Gordon Wellness for Mental Health Services

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

Adult Mental Health Case Management

- Four GAP referrals have been assigned and 3 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 provide linkages to medical care, including utilizing the Sentara Grant at Southeastern Virginia Health System.

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

Road 2 Home

- During the months of March Road 2 Home outreached a total of 22 individuals and pre-enrolled. During the month of April we outreached a total 18 of and pre-enrolled 0. Eight individuals were housed during the months of March and April

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- 48 Turnaround time is usually 4 weeks
2. GAP- 21 Turnaround time is usually 4 to 6 weeks
3. Geriatric- 14

PATH/Newport News Outreach/Safe Harbors/Project Onward

- Project Onward Permanent Supportive Housing Program has capacity of 16 clients. Currently there are 3 openings. Safe Harbor Permanent Supportive Housing Program capacity is 24 clients. Currently there 3 openings.
- Currently PATH has 26 clients enrolled for community based case management services and medication management.
- NN Outreach currently has 40 clients.

Reinvestment Case Management, Consumer Monitoring and Mobile Crisis Response Team:

Reinvestment Case Management

- In the month of March, there were 24 acute care admissions, and 23 discharges.
- In the month of April, there were 12 acute care admissions, and 13 discharges.

Consumer Monitoring

- In the month of March, there were 97 consumers served. Staff monitor civil and Not Guilty by Reason of Insanity (NGRI) forensic cases. In the month of March, there were 20 discharges from Eastern State Hospital. In the month of March, there were 52 NGRI consumers served; 34 were in State Hospitals (Eastern and Central State), 18 were on conditional release in the community. One NGRI Consumer was removed from conditions and one was released to the community on conditional release.
- In the month of April, there were 96 consumers served. In the month of April, there were 18 discharges from Eastern State Hospital. In the month of April, there were 50 NGRI consumers served; 34 were in State Hospitals (Eastern and Central State) and 16 were on conditional release in the community. One was released to the community on conditional release from temporary custody and one returned to State Hospital pending revocation.

Mobile Crisis Response Team

- In the month of March, there were 32 consumers served. In the month of April, there were 29 consumers served.

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

PATH/Newport News Outreach/Safe Harbors/Project Onward

- Calls are still continuing for families of all sizes continue daily looking for shelter and housing. The homeless population continues to outweigh the availability of shelter 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

- There are several new staff members at Transcend. New program manager, Counselor, and Peer Specialist.
- We received our 3 year license from the Triannual licensure audit!!!!

Adult Mental Health Case Management

- CCS3 targets for February & March. AMHCM continues to donate to our food pantry to assist our clients in need.
- CM Management started participating in the Collaborative Documentation Pilot Program April 18th for Same Day Access.

Road 2 Home

- 1 person approved for VA benefits, 3 people approved for SSI/SSDI, 2 people approved for Medicaid, 1 person approved for SNAP, 2 people gained employment.
- Participated in the 757 Give campaign by completing interviews for the CSB social media websites.
- Peer Recovery Specialist have developed a support group for the individuals we serve that will be starting in May.

PATH / Newport News Outreach/Safe Harbors/Project Onward

- Two Safe Harbor clients have moved to the community to permanent housing. Both of these client were older individuals. As client's age needs change. Both of these client went to a more supervised setting that offers additional help with cleaning, ADL's and cooking. Both clients chose their new home and have transitioned nicely. Project Onward had one client move to fiancé's home and is soon to be married. PATH/NN outreach had two clients move to Shelter Plus Care and 1 individual to renting in the private sector. This client is employed full time and has utilized some of the areas Rapid Re-housing funds for a 1st months' rent and security deposit. A very successful move!
- Many other clients have transitioned to Adult Mental Health Case Management Services, SA Case Management services and Project Link Case management services that have received GAP or Medicaid. GAP continues to be a great assets for this population and has made access to treatment much easier.
- Safe Harbor had 2 clients approved for GAP insurance and 1 client for retirement benefits. PATH/NN Outreach had 2 GAP approvals and 1 Medicaid approvals. Two new SOAR cases have been started in April.

DEVELOPMENTAL SERVICES DIVISION

Carol McCarthy, Director

Residential Services

As of the end of April 2018, there are 47 individuals residing in the Waiver homes and 11 in the ICFs. The Residential program continues to have a vacancy at Duval and Terrace Place. An individual has been identified to fill the vacancy at Aberdeen Gardens; however, we are currently awaiting additional staff to begin so that we can ensure adequate staffing for the individual who will be admitted. The staff has been selected and is in the pre-employment process; therefore, we expect to fill the vacancy in the next 30 days.

Aberdeen Gardens has not advanced toward ICF certification. There has been a delay in reviewing the policies that were submitted in May of 2017, and recent changes in regulations necessitate further preparation to ensure compliance with these new regulations. The team is currently working to bring those areas into compliance before reaching back out to the Virginia Department of Health to request certification. In addition, beginning on May 1st, ICF admissions must be screened by DMAS as an enhanced oversight measure due to the number of people who are moving into ICFs. We are awaiting clarification on whether programs that are converting from a Waiver program to an ICF will have to follow this guideline as well.

There continue to be challenges with managing overtime due to several part-time vacancies and a number of staff out on extended medical leave. We have conducted several interviews and filled a number of vacant positions over the past two months; however, we have also had a number of employees to resign. We are facing another potential influx of staff resignations due to direct support staff who are graduating college and seeking professional opportunities. We are attempting to be proactive in anticipating the needs of the program and maintaining an up-to-date vacancy list. Recruitment efforts are on-going.

The Residential program employs about 160 direct support staff. A recent review of staff turnover during 2017 showed that excluding retirement, there were approximately 28 direct support positions vacated for a number of reasons during the calendar year, equating to about a 17.5 percent turnover rate. A 2017 report by the President's Committee for People with Intellectual Disabilities estimated that the national average annual direct support staff turnover rate is about 45 percent (range 18–76 percent). Taking this into consideration, while staff turnover continues to present challenges to the program, the program has also fared well in maintaining a number of staff. We continue to be in communication with HR regarding our vacancies and will continue to schedule interviews in a timely manner in order to hire staff as quickly as possible thereby lessening the financial impact to the agency.

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

The Individuals who reside in the Residential program participated in a number of activities during the reporting period. Several individuals continued to participate in Our Choices self-advocacy group. A number of Our Choices participants enjoyed a trip to the Virginia Beach Aquarium with the proceeds from recent fundraising events.

Recent reviews by Qlarant (formerly Delmarva) have shown that the recently-implemented Abuse Guide has been a positive addition to the program and has met the criteria for measuring quality in the area of educating individuals on types of abuse.

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 in recent months. Recent interviews have been productive and resulted in several vacancies being filled. There continues to be a need for weekend and overnight staff.

Day Support Services

Creative Options current enrollment is 117 including 3 admissions and 1 discharge. The average daily attendance is 92.

Remain aligned with state initiatives by optimizing quality of services through investing in advocacy, education, and training with individuals, families, staff, providers, and stakeholders.

DBHDS Health Trends were reviewed with the Creative Options staff as part of educating the staff about health care need. Also, the “*Meaningful Day Idea Book*” which is about community

building and making the most of it was reviewed with the staff as a way to inspire staff to become creative in seeking community volunteer sites. The staff provided training to the individuals on “*Identifying Abuse and Restrictions*”. As noted above, this training has been a positive outcome to the program.

Financial

A positive outcome occurred as a result of the FY19 Budget review. The ICF rate will increase to \$108.00 per day. Currently, The current day support rate for individuals living in the ICF is \$75.00 per day.

Support Coordination

During the month of March 2018 a total of 624 individuals were supported by Adult Support coordination.. There are a total of 474 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 col discharge consists of *Priority 1-63, Priority 2-261, Priority 3- 171*.

Personnel

We are pleased to announce that Mr. Kyle Barton, Support Coordinator was recently hired as a Supervisor for Child & Adolescent services. Congratulations to Mr. Barton in his new role at the H-NNCSB.

Ms. Nikki Ortega was the 4th quarter winner for the Wellness drawing, the staff submit documentation that they have completed their annual examination and are eligible for a free gift. Thanks to the Human Resources department for providing incentives to keep our staff healthy.

Ms. Tara Parker, Support Coordinator recently joined the Developmental Services team.

Empower individuals in accomplishing opportunities to increase employment, social and recreational activities, and housing to choose and attain community integrated lifestyles.

Support Coordinators attended the Slot Assignment training which covered eligibility/ VIDES, Priority Checklist, Critical Needs Summary, Slot Assignment Review Form Slot Assignment & follow-through, Emergency Slots, Reserve and Retain Slots.

On April 23, seven Community Living (CL) and two Family & Individual Support (FIS) slots were awarded to individuals.

Enhance services based on our expertise and utilization of dashboards to determine needs and preferences of individuals and demonstrate increases in integrated services.

An Action Plan was submitted to DBHDS as a result of Quality Improvement review conducted by Challis Smith. In addition, the Support Coordinators are contacting the MCO’s to request initial assessments for individuals.

Remain aligned with state initiatives by optimizing quality of services through investing in advocacy, education, and training with individuals, families, staff, providers, and stakeholders.

The Support Coordinators received an in-service training on ***Abuse and Neglect Exploitation*** to ensure the individuals have a clear understanding of abuse. Also, Support Coordinators received training and updates which focused on utilizing accurate service codes to update Enhanced Case Management (ECM) DOJ elements and the VA Informed Choice Form.

Empower individuals in accomplishing opportunities to increase employment, social and recreational activities, and housing to choose and attain community integrated lifestyles.

Our Choices

Our Choices Advocacy Group meeting on March 27th discussed the Office of Integrated Health Newsletter, which covered:

Depression and Suicide, and knowing how to get help, and what the symptoms are.
Medication Safety- we discussed the importance of know what meds you take and why.
Signs and symptoms of Congestive Heart Failure.

We also discussed what a Good Day/Bad Day is and the members took turns giving their thoughts. I introduced the Good Day Bad Day PCT Tool, and we talked about the ways we can turn a bad day into a good day.

On April 9th, Our Choices Day trip to the Aquarium and Lunch. 13 members and 7 staff attended. All the members seemed to have a great time, and expressed their desire to participate in another similar event soon.

Our Choices Advocacy Group Meeting on April 22 at which time they watched and discussed a lesson from ***Self Advocacy Online “Taking Care of myself”*** that talked about the importance of evaluating what we eat and drink, choosing how we exercise, expressing and knowing our feelings, and having healthy relationships.

We read and discussed the April Health Trends and Updates from Office of Integrated Health, highlighting the importance of preventing and reporting symptoms of UTIs, specifically drinking lots of water and cleanliness. We also discussed the importance of being careful around Bees, so we can avoid getting stung, and knowing if we are allergic, to remember our EPI pens when we are out.

Our Choices will be hosting a movie event that highlights Autism and the challenges people who do not use words to communicate face with community inclusion.

Enhance services based on our expertise and utilization of dashboards to determine needs and preferences of individuals and demonstrate increases in integrated services.

Developed DSSC Policy 022 Outcome Measures for Support Coordination. Revamped the Satisfaction Surveys for Support Coordination to include more elements that are mentioned in the HCBS regulations and DOJ settlement. Presented this format to other programs in DS for consideration to use as a Division Satisfaction Survey.

Remain aligned with state initiatives by optimizing quality of services through investing in advocacy, education, and training with individuals, families, staff, providers, and stakeholders.

Trainings in March:

Profiler for Direct Support

DBHDS SC/CM Quality Improvement and Data Measures for Child and Adolescent CM and Adult SC. (Emphasis on the DOJ Data elements and documentation)

DS Residential Policies and Procedures

Developmental Services Orientation

Profiler for Direct Support

HCBS Individual Rights Training

Trainings in April

Profiler for Direct Support

DSP Orientation

Training for SCs on use of Abuse, Neglect, Exploitation Booklets

Documentation Training at Brogden House Staff meeting

VIDES Training for New Adult SC's

CRISIS SERVICES

Ryan R. Dudley, Director

Strategic Objective #1: To continue to develop the administrative systems and service array necessary to maintain and further the Hampton-Newport News Community Services Board's reputation as THE premier provider in the context of the changing Virginia's behavioral health system.

- Crisis Services Division continues to ensure timely and critical response to behavioral health crises, including assessment and intervention services.
 - **Emergency Services (ES)** – Program Manager, Gina O'Halloran as ensured timely response providing assessments and Prescreening Evaluations and representation at Commitment Hearings.
 - In March 331 crisis assessments were conducted, 54.4% resulting in a recommendation for psychiatric hospitalization (11.8% voluntary & 42.6% involuntary) and 8.8% referred to a regional crisis stabilization program.
 - In April 324 crisis assessments conducted, 55.6% resulting in psychiatric hospitalization (12.2% voluntary and 43.4% involuntary) and 9.5% referred to a regional crisis stabilization program.
 - ES attended 93 Commitment Hearings in March and 98 in April.
 - **Emergency Services** - Crisis assessments are primarily requested by one of seven local Emergency Rooms (ER), Police and Riverside Behavioral Health Center (RBHC).
 - In March, ER Departments accounted for 63%, Police 13.3%, and RBHC 15.5% of referrals and in April, ERs were 69.9%, Police 11%, and RBHC 11.9%.

- While the majority of crisis assessments are for adults, ES continues to assess a steady number of children and adolescents, including in our local contracted emergency rooms. Crisis Services provides YFS Division a log daily of children and adolescents screened to assist with their 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) at state hospitals are closely monitored through a strong collective effort across departments and clinical divisions. In addition, ES works collaboratively with other HPR-5 CSB Emergency Services, Eastern State Hospital (ESH) and DBHDS personnel monitoring trends and identifying challenges.
 - DBHDS, ESH and CCCA representatives reported that February's spike in SNB utilization experienced by our CSB and other Region-5 CSBs was the highest ever experienced by either of the state facilities and experienced throughout the entire state.
 - In March, 9 SNB were accessed for adults at ESH and 3 admissions for children & adolescents at Commonwealth Center for Children and Adolescents (CCCA).
 - In April, 7 SNBs for adults were accessed at ESH and 7 youth at CCCA based on the inability to locate an accepting private facility.
- **Emergency Services'** received a resignation of an experienced Certified Prescriber with over 4 years in the program at the end of April, as she will be relocating out of state. The program will immediately begin recruitment, as following hire, specialized training and supervised work both shadowing and conducting prescreening evaluations for hospitalization is required prior to a request to DBHDS for approval as a Certified Prescriber.
- **The Regional Crisis Stabilization Center (RCSC)** continues to monitor utilization and access to residential crisis stabilization services including the originating Region-5 CSBs:

<u>CSB</u>	<u>March</u>	<u>April</u>
H-NN	21	12
Norfolk	9	10
Chesapeake	2	5
Portsmouth	4	3
Western Tidewater	3	3
Eastern Shore	4	1
Va. Beach	5	9
Colonial	1	0
MPNN	1	1
TOTAL	50	44

- **Crisis Intervention Training (CIT)** – At the request of Congressman Bobby Scott's office, Mr. Dean Barker, Adult Forensic Manager will provide a training on May 9th for his staff which will include an overview of behavioral health issues, diagnosis, intervention and an experiential exercise. Representatives from Congressman Scott Taylor's office will also be included.

- The next scheduled CIT (40 hour) law enforcement training is scheduled for August 20 – 24th.
- **Crisis Intervention Training Assessment Center (CITAC)** – Following a Stakeholder’s meeting on February 27th to discuss interest in a collaborative approach and partnership for a new CITAC program to best addresses current challenges of individuals requiring a Prescreening Evaluation at local Emergency Room Departments while under an Emergency Custody Order (ECO) the following actions were taken:
 - On March 20th, Crisis Director, Mr. Barker and Sherriff Morgan met with members of Riverside Health Systems leadership including, Michael Doucette, Vice President, Dr. Gary Kavit, RPMC ER Medical Director and Michael Trumann, Interim RBHC Director. A plan which would allow HNNCSB to co-locate ES staff at the ER by during high volume hours was discussed in an effort to reduce the amount of time individuals in psychiatric crisis are in the ER, quickly addressing the needs for the prescreening and medical evaluations.
 - Crisis Director has continued to coordinate with Sentara CarePlex Hospital’s ER Director, Susan Shaheen, regarding SCPH’s potential role in a plan for CITAC and also assisted with discussions regarding utilization of Peer Bridger Services in local ER Departments as part of the OPT Grant. Both Ms. Shaheen and Dr. Joshua Smith, ER Medical Director have been supportive of pursuing.
 - On April 5th, Ms. Christian, Mr. Barker, and Crisis Director held a conference call with Mr. Stephen Craver, CIT Assessment Site Program Coordinator/ CIT Program Liaison with DBHDS to discuss our stakeholders’ interest which we received guidance to do on a previous call with Mr. Craver and Michael Schaefer, Assistant Commissioner, Forensic Services on August 23rd.
 - Mr. Craver reported that no additional dollars existed for an enhanced program and strongly encouraged HNNCSB to develop and submit a plan for consideration for the original \$133,054, the amount awarded since our CITAC’s 2009 implementation, which had only covered a portion of security costs.
 - On April 20th, we submitted a proposal to Mr. Schafer with current grant award that would increase our complement of Prescreener Evaluators to dedicate coverage at each of the major hospital emergency rooms during high volume hours. The plan would assist in expediting prescreening evaluations, allow for increased coordination and lessen the amount of time that individuals would remain ECO, which encumbers law enforcement resources waiting for a case disposition and identification of an accepting facility for TDO.
 - On April 23rd, we were informed by Mr. Craver that our that our proposal could not be accepted based on not meeting all of the elements required by DBHDS due to not increasing the direct transfer of individuals under ECO to law enforcement.
 - HNNCSB has developed one last alternative to submit which would provide a ES Prescreener and CIT Trained Security at one hospital location for 8 hours a day, 5 days a week.
- **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 March and April:
 - Successfully diverted 3 individuals in March and 5 in April with mental illness from correctional custody to more appropriate community-based treatment.

- Provided 106 JD contacts consisting of assessments and counseling interventions.
- At the conclusion of April, 54 individuals were being monitored by JD staff who will assist in identifying and making psychiatric and other treatment referrals post release. Currently, 19 individuals 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.
 - In March, the Regional Jail’s Superintendent announced his resignation and Lieutenant Colonel David Hackworth, Chesapeake Sherriff’s Office was appointed as the Interim Superintendent.
 - On May 3rd, we received official notification of Assistant Superintendent, Linda Bryant’s retirement from state government, effective the end of May. However, Ms. Bryant shared that she plans to use annual leave the final two weeks and anticipates May 15th to be her last day at HRRJ.
 - Reportedly, the current grant is anticipated to remain in the Governor’s budget, however will not be known by May 15th. Therefore, a Forensic Advisory Team (F.A.T.) Meeting has been scheduled on that date to review current progress toward the grant. CSB’s have been requested to bring updated MOAs.
 - Crisis Director discussed with Portsmouth Behavioral Health Crisis Director, on May 4th and confirmed that the participating CSBs will continue their individualized MOAs with HRRJ if they continue, meeting each’s unique needs rather than attempting to implement a standard MOA across CSBs which was previously discussed.
 - Currently, our case manager is activity supporting 6 individuals through the CORE Program out of custody and 19 still at HRRJ, pending release.
- **Restoration Services** is currently serving 12 individuals. The program received 7 new orders during March and April while dispositioning and closing 2 in March and 3 in April.
 - Our current CORE Case Manager will be attend specialized training in May with DBHDS to provide Restoration Services.
 - Additionally, we are attempting to secure a second contracted Forensic Evaluator locally to address periods of increased orders and avoid delay.
- **Inner Reflections** (Jail-Based SUD Services) – continues to offer substance use disorder (SUD) services in the Hampton City Jail.
 - In March, the program implemented new components in service delivery previously referenced to assist in engagement to address individuals’ needs both pre and post treatment provided during custody.
 - New components include Pre-treatment (*Treatment Readiness*) and *Aftercare* groups which allow continuous support for graduates of the intensive substance abuse groups but remain in custody to sustain therapeutic gains and motivation to engage in community-based supports following release.
 - On February 27th, 3 participants graduated from the intensive substance abuse.
 - At the end of April, 2 individuals remained engaged in intensive substance abuse services, 2 in *Treatment Readiness* and 4 in *Aftercare* services.

- In addition, 9 assessments for substance abuse treatment in March and 4 in April were conducted in Hampton City Jail to assess the needs of individuals willing to engage in services.
 - ARTS Director, Tony Crisp is currently working with the Hampton Sherriff's Office to apply for a grant (*RSAT*) to enable enhanced treatment services for opioid related substance use and allow for increased service identification, linkage and access for individuals with community-based treatment following their release. Dean Barker, Adult Forensic Manager and Crisis Director will assist Mr. Crisp with further planning and strategy implementation.
- Crisis Services will examine workflow, infrastructure and staffing to assure rapid access to treatment.
- **The Regional Crisis Stabilization Center (RCSC)** – continual process improvement efforts with workflow within the program and with external programs to achieve efficiencies, increase capacities and deliver enhanced care.
 - Program Manager, Ron Clark, LCSW continues to provide leadership to RCSC.
 - On April 13th, our Nurse Manager, Allyson Pigford retired after leading the program since opening approximately 11 years ago.
 - Nurse Manager position was converted to a *RN Supervisor*. Janie Cortina, RN was selected and began on April 9th which allowed a week of overlap with Ms. Pigford. Ms. Cortina has substantial psychiatric nursing and supervision experience in both private and state psychiatric hospital settings including most recently as Nursing Supervisor at RBHC. She is familiar with the program having provided coverage with the contractual services with RBHC and has the confidence of all program staff.
 - The program has recently learned that the Clinical Services Supervisor will require extended medical leave, requiring substantial adjustments to workflow to ensure that all duties are addressed, including GAP assessments, service registration/authorizations, treatment planning and comprehensive discharge planning. Crisis Director is evaluating how program and division resources may assist in mitigating the impact.
- Crisis Services will monitor all financial processes tied to service delivery to assure in meeting revenue projections.
- Crisis Services Director continues to coordinate routinely with Program Managers and Financial Services to review productivity, revenue targets and to ensure that programs continually adapt processes and maximize revenue opportunities and billing.
 - Both ES and RCSC have experienced an increase in program's earned revenue exceeding targets, largely attributed to implementation of GAP Assessments at the program, including those from other localities. The HNNCSB Reinvestment (RIV) Team had previously provided GAP assessments for individuals from HNNCSB. This has increased the number of retroactive authorization requests and approvals for crisis intervention and crisis stabilization services at RCSC and also increased earned revenue for HNNCSB Emergency Services' activities occurring immediately prior to admission. In addition, this will assist in earned opportunities for revenue reimbursement for subsequent re-admissions from other

locales, other clinical programs engaging services and for the individual providing limited healthcare coverage for community-based treatment and services for behavioral health and substance use disorders.

- Crisis Services will continue to provide up-to-date training to staff to meet the changing needs of public behavioral health, which includes changes in public policy, population demographics and evidence-based practices.
 - The Crisis Director, Dr. Nadia Boyd, LCP, Juvenile Forensic Administrator (YFS Division) and Lutraxicia Gregory, LPC, CSAC, Manager for PIR (ARTS Division) continue to serve as “*Clinical Leads*” for the HPR-5 regional effort to address workforce development, with focus on increasing and improving clinical supervision toward professional licensure for the unique services provided by CSBs. The effort is supported by DBHDS and Assistant Commissioner for the Division of Community Behavioral Health Services for DBHDS, Stacy Gill serves as an active participant in the trainings/workgroups which will be duplicated by the other regions in the state. The most recent session was held on April 30th at WTCSB.
 - At the request of DBHDS Assistant Commissioner, Division of Community Behavioral Health Services, Crisis Director is participating in discussions with their Consultant, Michael O’Connor regarding DBHDS’ evaluation of a DBHDS sponsored Clinical Supervision Training. Initial contact was made with Mr. O’Connor, retired Henrico CSB Executive Director on April 23rd.

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** – Dean Barker, Adult Forensic Services Manager has continued work with the local advisory committee for implementation of a Newport News Behavioral Health Docket, recently featured in a *Daily Press* article.
 - On April 5th, the Virginia Supreme Court Behavioral Health Docket Advisory Committee approved our docket.
 - On April 24th, Mr. Barker and Ms. Sherry Hunt, Director of Communications and Business Development attended the Newport News City Council Budget Workgroup to discuss budget requests. Judge Hoffman, Newport News General District Court, who has led the initiative also attended. The Council responded favorably to the CSB’s request to fund two clinical positions required to effectively address the docket’s needs. This is in addition to the Court’s request for funding for a part-time clerk.
 - Judge Hoffman and Mr. Barker traveled to Roanoke to observe their Behavioral Health Court Docket on April 27th to assist in the development of our local model.

Strategic Objective #3: To celebrate and communicate the Hampton-Newport News Community Services Board's performance and reputation as a center of excellence and center of influence, through ongoing engagement of the community we serve.

- Crisis Services will continue to work with our community partners and stakeholders to enhance services, to improve service accessibility and increase service utilization in all program areas.
 - Crisis Director attended the *HPR-5 Hospital Forum* on April 10 with the Executive Director, CFO and Manager of Reinvestment Services which also included other CSB's Directors and representatives and local Hospital Administrators. The Forum is intended to enhance and continue partnerships while identifying strategies to meet the needs of individual in local psychiatric hospitals when necessitated and reduce the reliance on *Safety Net Beds* (SNB) at state hospitals which has increased throughout the Commonwealth for children, adolescents and adults.

Other Items of interest

- **Region-5 Emergency Services Council** - ES Manager, Gina O'Halloran represents HNNCSB on the Council, which meets monthly. Crisis Director had the opportunity to attend the March meeting held at HNNCSB, however the April meeting was held elsewhere. The Council meetings will resume at HNNCSB in June.
- **Statewide Emergency Services Council** – Ms. O'Halloran and Crisis Director attended the Statewide ES Council meeting at the VACSB Conference on May 3rd.
- **Statewide TDO Taskforce** – As reported in the March Board Report, Ms. O'Halloran serves as a representative on the taskforce which met on May 3rd, immediately prior to the Statewide ES Council. The Taskforce convened by SJ47 through ILPPP is evaluating the current TDO process and challenges and will provide recommendations as applicable on behalf of CSBs.
- **Region-5 Forensic Advisory Team** – The HPR-5 Forensic Advisory Team Co-Chairs, Dr. Kristen Hudacek, DBHDS and Mr. Barker, HNNCSB provided a snapshot view of the Team's planned work to the Regional Leadership Team (RLT) on April 2nd.
- **Regional (HPR-5) Crisis Stabilization Unit (CSU)** The next scheduled HPR-5 CSU is to be hosted by Virginia Beach's *Pathways* program on June 14th. The regional meetings resumed this year months rotating host sites amongst the three CSU programs operated by HNNCSB, Norfolk CSB and VBCSB.
- **Statewide CSU Meeting** - RCSC Program Manager, Ron Clark and RN Supervisor, Ms. Cortina anticipate attending the Bi-annual Statewide CSU Meeting scheduled held on May 8th at Region 10, however is dependent on the status of our Triennial Review nu the Department of Licensure to ensure that we are prepared to adequately respond to any questions and receive any technical assistance recommendations that may be provided.

- **Hampton-News Criminal Justice Board (HNNCJB)** and **Re-Entry Council** (Hpt & NN) – Mr. Barker, Adult Forensic Manager continues to represent the agency on these collaboratives.
- **Law Enforcement Panel – Opioid Symposium** – Forensic Manager, Mr. Barker served as Moderator for the Law Enforcement Panel of the Opioid Symposium on April 18th sponsored by HNNCSB. Pictured below is Mr. Barker and our representatives from both Hampton and Newport News Police Departments.



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

Division Goals

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

Genoa continues to provide onsite pharmacy services and had 252 new individuals served on campus.

SEVHS provided primary care services to 139 individuals here on campus in building 400. Staff are working closely with Nicole Sinkler, NP and individuals are benefiting from the immediate collaboration taking place.

Bright Beginnings continues their support of healthy living with daily walking, fitness and nutrition groups, as well as hiking at Sandy Bottom, walking along the beach in Buckroe and on Fort Monroe. The Riverside School of Nursing Students provided group presentations on various health related topics including healthy eating, oral hygiene and hypertension at Bright Beginnings.

Medical Services staff encourage individuals to attend Chronic Disease Self-Management or Diabetes Self-Management Programs in the community to learn how to manage their medical concerns.

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

Adult Comprehensive Outpatient Services (ACOS) remains down two psychiatric provider positions. We are happy to announce the pending additions of Melody Blanco, NP who will be joining the ACOS team in mid- June. Melody is currently working at Crisis Stabilization providing medical coverage. We are also excited to have selected Kimberly Squires, NP to come on board in the fall. She will be coming to us from an Outpatient clinic in Charlotte, NC. We continue to maintain a wait list for Medication Management Services.

Sherry Carrigan, ACOS Peer Specialist, moved on to a MCO provider in March. We are happy for her new opportunity and was able to fill her position from Bright Beginnings. We welcomed Gloria Williams full time in late April 26. Congratulation Gloria!

ACOS Therapy Services said good-bye to Jon Warren, LPC as he accepted the Outpatient Clinic Analyst position in April. We are happy for Jon and continue to see him regularly in in his new role. We welcomed Katherine Murphey, LPC from TDT on April 30. She is jumping right into her new position and reports enjoying the transition to serving an older population. Therapy Services currently has a wait list of 46.

PSR continues to improve their attendance and is holding at 48 individuals for March and April. Current wait list is 20.

Bright Beginnings is actively recruiting for the part-time Peer Specialist position.

Governor's Access Plan has no wait for completion of assessments. 59 assessments were completed in March/April.

PACT has 90 individuals enrolled. They have struggled with ongoing staff turnover this year. They did fill 2 vacant Service Coordinator positions though had another resignation late March and was able to fill this position by bringing back Tiffany Morris who left us last year. We are thrilled to have her back on the team.

PACT added two new staff positions to their team, including a Service Coordinator and a Peer Specialist. We are actively recruiting and believe the additional positions will help to meet the demands of the team during periods of transition and will allow for us to decrease the wait list. PACT currently has a wait list of 10.

PACT Forensic census is 18 and does not have a wait list.

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 their revenue targets in March and April due to staff turnover resulting in vacant positions. The additional two positions added will help the team meet their revenue target in the future.

Forensic PACT was able to exceed monthly revenue targets in March and April.

PSR exceeded their monthly billing target once again for March and April. They continue to increase daily attendance and bring on new program enrollments. They had an average of 28 individuals attending daily for March and 28 for the month of April.

ACOS Medication Management Services and Therapy Services failed to meet monthly targets due to vacant positions.

ACOS completed 201 intakes for the months of March and April.

Geriatric Services with Dr. Sabeen exceeded her monthly target for March and April.

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.

Connie Vasta, PACT Manager is in communication with ESH and local jails to maintain relationships with our Forensic partners.

PSR interacts with local hospitals and private providers in the community to support coordination of care.

ACOS works closely with local hospitals, jails and primary care providers to provide collaborative care and promote sound communication amongst care providers.

Anne Whitaker, RNC participated in the Peninsula CARE Coalition for Chronic Condition Awareness, Resources and Education. Also, the Peninsula Task Force on Aging in March.

Anne also participated in Dispelling Stigma Mental Health working group on March 29 and Single Access Point Mental Health working group on April 2 in preparation for the Mental Health Summit which will be held at EVMS on May 15, 2018.

Professional Development

Candice Jenkins, LPC provided training to Sharde O'Rourke, LPC from Hampton Roads Clinic on the Governor's Access Plan (GAP) and the process for completing short and long assessments.

Natalie Harris, LPC and Candice Jenkins, LPC attended The Aging Brain: Assessments, treatments and interventions for individuals with Alzheimer's Disease on March 29.

Allison O'Brien provided REVIVE training to Hampton University Pharmacy students on April 17 here on campus.

Allison O'Brien attended the Virginia Association of Community Psychiatric Nurses conference April 19 and 20 at Shrine Mont.

Elisabeth Bauswell, LPC and Charlena Cuffe, LCSW attended agency training for Collaborative Documentation and began piloting this in April. They are having positive feedback from individuals on this process.

Kristy Polewczak, RN is providing Health Education to South Eastern Family Project residents in the absence of their assigned nurse.

Mechelle Deloach, LPN provided Nursing coverage at PIR in March for staff annual leave.

Quarterly Outcome

ACOS Client Survey had mostly positive responses and comments, including:

- “Dr. Gill changed my sons life by changing his medication so that he can work and function in his life.”
- “Things were good...”
- “Julie is great”
- “I would like more consistency in my treatment. I have seen 4 different doctors, and 2 therapists since my time here.”
- To whom it may concern, Ms. Julie, a receptionist at the Front Desk showed exceptional consideration for me as I was checked out for my appointment. It doesn’t stop with me. Those who came before me were also greeted nicely and handled with care as they were assisted. She was very punctual, very nice, and her entire personality made me feel as warm-hearted as possible.

YOUTH AND FAMILY SERVICES

Lisa S. Hogge, Director

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

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 changing Virginia’s behavioral health care system.

1E: Promote timely access for consumers to enroll in and initiate clinical services through streamlined admission processes, resulting in increased billing.

- A Same Day Access Collaborative Documentation Pilot project began on April 18, 2018 with two Child and Adolescent Therapists and Mental Health Case Managers. The Therapists and Case Managers attended a Collaborative Documentation training on April 17, 2018. Collaborative documentation techniques are being implemented and the individuals served will offer feedback about the experience through a survey. Their feedback will be used to ensure that agency satisfaction and quality standards are met. Those clinicians participating in the pilot project will work closely with the Same Day Access Leadership Team as we move toward full implementation of the project.(SO#1)

1G: Continue to invest in staff development resources to ensure the Hampton-Newport News Community Services Board retains its position as an employer of choice and center of excellence in providing behavioral healthcare services.

- A department wide training was held on March 30, 2018, with the audience including Child and Adolescent Mental Health Case Management, Intensive Care Coordination, and the Hampton

and Newport News Healthy Families Case Management programs. Training addressed the Licensing Triennial, Same Day Access, Assessment, Individual Service Plans, Quarterly Reports, and FAPT processes and documentation.

- Staff development activities for the Child and Adolescent Intellectual and Developmental Disabilities Case Management Program over the past two months included the following:
 - Waiver Slot assignment training sponsored by the DBHDS.
 - Recognizing Client Abuse.
 - “Able Now” Presentation which involves “Able Now” accounts to help individuals with disabilities save money to pay for qualified expenses without being taxed on the earnings.
- Both Glenn Savage and Erica Booth, Mentor Supervisors, attended the Gang Reduction Conference on March 27, 2018 at Christopher Newport University hosted by the National Center Prevention of Community Violence.
- Arsenia McCargo, Supervisor of our Newport News Healthy Families Case Management Team, attended a Reflective Supervision Training hosted by Families Forward and held in Richmond in April 2018. This training, along with the technical assistance provided by Reagan Eshleman, Healthy Families Virginia/Prevent Child Abuse Virginia Specialist, in April 2018, provides support for program staff to achieve outcomes that align with Healthy Families America standards.

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

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

- As a dedicated partner of the Hampton and Newport News Public Schools, Keisha Carroll, Program Manager, participated in a Resource Vendor Fair occurred on April 4, 2018 which was coordinated by the Special Education Advisory Board. Keisha and her team provided a presentation on the Developmental Delay Waiver and children’s services available in the community.
- While HNNCSB Prevention Services Opiate Prevention Billboard contracts have expired, we will consider renewing them if additional funds are secured during the next competitive funding cycle. We continue to have Opiate Prevention Public Services Announcements in movie theaters in Hampton and Newport News as well as two Public transit buses. The Opiate Prevention grant from the DBHDS is available for the next funding cycle and we have submitted a proposal from HNNCSB Prevention Services.
- HNNCSB Prevention Services is a member of the Region V Suicide Prevention Task Force. The DBHDS awarded a grant of \$125,000 to each of the five CSB regions in Virginia to implement training and related suicide prevention activities. We have conducted trainings in Mental Health First Aid and Assist to provide staff and other community members with skills designed to prevent suicides. We recently trained 75 Hampton University Pharmacy students and faculty in Mental Health First Aid.
- The Prevention Department has also completed two of the “Strengthening Families Program” this year at the Agape Hands Cathedral in Newport News and the Messiah Temple church in

Hampton. We will conduct several more during this fiscal year including the Juvenile Detention Facility in Newport News. (SO#1)

- The Prevention Services Department has joined the “Peninsula Community Opiate Response” Task Force to participate in a multi-agency collaborative to prevent opiate abuse.

2B: Maintain key 3rd party payers, expand and maximize current revenue sources, and explore new, profitable service opportunities.

- Natale Christian, Lisa Hogge, Nicole Jackson, Therapeutic Day Treatment Administrator, and Cassandra Vetter, Coordinator, provided NNPS Acting Superintendent, Brian Nichols, with an overview of H-NNCSB Youth and Family Services. The goal is to provide a similar service training to all NNPS Administrators in August in preparation for the 2018-2019 school year.
- Lisa Hogge and Beverly Smith, Program Manager, represented the HNNCSB at the Kindergarten Readiness Community Celebration on April 19, 2018 at the Sandy Bottom Nature Park in Hampton. This was a collaborative event with the Smart Beginnings of the Virginia Peninsula, Hampton City Schools, and Newport News Public Schools. Showcased was a School Readiness educational tool that can be shared with families in our communities, allowing stakeholder and community partners to help children *start kindergarten healthy and prepared* (www.smartbeginningsvp.org).
- Beverly Smith represented the Division at the Health Committee of the Smart Beginnings of the Virginia Peninsula met on April 18, 2018 at Riverside Brentwood Medical Center. The committee identified next steps, which included a new focus on Parent Intervention, assisting parents with accessing and utilizing services to best meet the needs of children and families. A Parent Intervention Focus Group will meet over the next five months to discuss the topic, gather data points, and determine potential action items.

Strategic Objective #3: Celebrate and communicate Hampton-Newport News Community Services Board’s performance and reputation as a center of excellence and center of influence, through ongoing engagement of the community we serve.

3C: Expand relationships with stakeholders, consumers and advocates to inform service delivery, market state of the art services and communicate organizational successes to the larger behavioral healthcare and developmental services system.

- As a stakeholder partner of the Hampton and Newport News CSA Offices, Case Management Supervisors and Case Managers attended the 2018 CSA Vendor Fair on March 2, 2018. The event, held at the Founders Inn Conference Center in Virginia Beach, included a presentation by Dr. Michael Gillette on the *Real Ethics in a Digital Age*.
- Brook Porter, Case Management Supervisor, coordinated with Together Lives Change, a private agency that works with the Hampton Family Assessment and Planning Team, to provide a presentation to Case Managers on April 13, 2018. This presentation gave an overview of available therapeutic summer camp services, which are among the continuum of care available through Hampton FAPT.
- The Division participated in Child Abuse Prevention Month in coordination with Hampton Healthy Families through a display of blue pinwheels at locations throughout Hampton. Pinwheels were displayed at a variety of sites including schools, museums, and churches.

- The 9th Annual Newport News Healthy Families Silent Children’s Garden event took place on April 11, 2018 at the corner of J. Clyde Morris Boulevard and Warwick Boulevard. Pinwheels and silhouettes of children that were decorated by children in the community were a part of the event. Local officials participated in the ceremony to recognize April as Child Abuse Prevention Month.
- Arsenia Perry continues to participate in training and preparation for the Vision 21 trauma screening pilot project. This project is led by the Virginia Department of Criminal Justice & Smart Beginnings of the Virginia Peninsula. As a stakeholder agency, the HNNCSB will receive referrals as treatment related needs identified during use of the screening tool.
- As a lead provider of Therapeutic Mentor Services, the program has enhanced its curriculum to promote better physical health for its individuals served. As the program strives to promote better physical health for its participants, several therapeutic mentors have begun to engage youth in a healthy lifestyle program. The program includes healthy eating habits and an exercise regime. Youth have reported that the exercise, in particular, has helped relieve feelings of frustration which has assisted with coping skill development.
- As the lead behavioral health partner of the Hampton City Schools (HCS), Nicole Jackson, Administrator, and Dr. Debbie Hood, Treatment Coordinator, continue to serve on the HCS Tier III Team.
- In an effort to support HCS teachers, Dr. Hood provided a professional development training to Bridgeport Academy in April on “Self-Care for the Educator”. This was well received by all in attendance.

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

Child and Adolescent Intellectual and Developmental Disabilities Case Management

- Waiver Slot Assignment days occurred on April 23-24, 2018 where five of nine slots were awarded to individuals served in C&A IDD. The program currently serves 68 individuals who receive Waiver services which is the most in C&A history. The program continues to strongly advocate for the families served based on their high level of need.

Therapeutic Mentor Services

- The program is extremely proud to announce that one of its participants will be graduating from Hampton High School in June 2018 and will attend Norfolk State University.

Therapeutic Day Treatment

- The 2018 Summer Enrichment Program registration begins May 7, 2018 concluding June 1, 2018. The dates of the summer program are June 25, 2018 to August 9, 2018. Locations are as follows: Syms Middle School (HPT), Watkins Early Childhood (NN Elementary), Crittenden Middle School (NN Middle/High), Summer School (HPT & NN) and SPARK (NN). This year, the program will be taking the students on a Voyage to Alaska, Argentina, France, Hawaii, Brazil and Africa, all with a creative focus on mindfulness.
- Nicole Jackson maintains her role as the Chair of the TDT Coalition. The April meeting hosted by the H-NNCSB focused primarily on the February 6, 2018 updated regulations from the DMAS. The March 30, 2018 and April 11, 2018 Magellan provider notifications were also a primary focus, as the attending Boards are balancing workforce trends while ensuring service quality and fidelity. The next meeting is scheduled for July 13, 2018 and will be held in Richmond.



- TDT values its Administrative Professionals and recognized Janeen Ricks and Stacy Tatum for their commitment to the program's success. Below they are picture on Administrative Professionals Day:



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.

- ARTS will continue to build-out its array of treatment and recovery services as community demands dictates and funding is available. (1A, 1D)
 - The **Hampton Roads Clinic (HRC)** was one of the recipients of the special state funds to expand support for individuals who have an opioid addiction. With our allocations of funds, we expanded our physician and nursing hours and we were able to admit 47 clients into service within 45 days. Most clients were able to be medicated (with methadone) on the same screening day. Normally, this process of receiving medication would take 7 days or longer.
 - **ARTS Case Management Service (inclusive of Project Link and SARPOS)** was also a recipient of 2018 OPT-R grant funds to expand services for those individuals with opioid dependency and addiction. We utilized these funds to provide care coordination services for individuals who were returning to the community from jail. During the grant period, the Re-entry Coordinator was able to build effective working relationships with the Newport News and Hampton City Jails, the Hampton Roads Regional Jail and the local Offices of Probation and Parole. Over 20 individuals were identified by our community partners and 8 individuals were released from jail during this grant period. The Re-entry Coordinator was able to quickly respond to the individuals in the community providing them with support to meet basic needs such as transitional housing, clothing and food. These Individuals were also provided care coordination support, linkage and referral to: eligibility and benefit specialist, medical and psychiatric services, vocational supports, and treatment and medications for opioid addiction. All 8 individuals have responded positively to the additional support provided by the Re-entry Coordinator and are engaging in treatment and recovery services at this time.

- **Partner in Recovery (PIR)** provided bus passes and hygiene kits to individuals within the various programs, as part of the grant funding provided for Recovery Services.
 - **South-Eastern Family Project (SEFP)** provided a schedule to incorporate 3.1 on site, a Supervisor position request was completed, and the program description was finalized.
 - **Partner in Recovery (PIR) IOP (intensive outpatient service)** was discontinued effective April 1, 2018 due to lack of consistent attendance of program participants. This program required, at least, 9 hours of participation per week for each enrolled participant. This did not happen. Current participants were stepped down to regular outpatient services, which requires 90 minutes attendance per week.
- 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. She monitors workflow by use of the agency management dashboard.
 - In an effort to engage individuals quicker in services, **ARTS Case Management Services** continues to offer/ provide daily intake appointments for individuals seeking substance use and recovery services.
 - **SEFP** staff continues to complete referral screening forms and make return contact to schedule a face to face assessment within 48 hours of contact. We have received feedback regarding admission medical screening and plan to incorporate those advisements to speed up a client's admission to the program.
 - **Partners in Recovery (PIR)** therapists participated in the collaborative Documentation training with MTM/Same Day Access on 4/17/18. The therapists have implemented collaborative documentation practices effective 4/18/18 (pilot program). The collaborative documentation is one of many changes recommended to be implemented by the Same Day Access process.
 - **HRC** was able to provide rapid access with the special OPT funds. Prior to the funds, we had a waiting list of 46 people. By 4/30/18, we were able to complete intakes on 47 individuals. However, beginning 5/01/18 will again have to start a waiting list due to staffing. HRC is in need of two counselors and must hire one before resuming intakes. Currently each counselor has approximately 56 cases.
 - **South-Eastern Family Project (SEFP)** is recruiting for a part time RN to support the program.
 - PIR Therapist I position was transitioned to a Therapist II position. The Therapist I was reassigned to another position within the agency. A Therapist II was interviewed and the position was filled. The Therapist II is scheduled to start at PIR 5/21/18.
 - The ARTS Director continues to serve on the MTM Same Day Access Team.
- ARTS leadership will monitor financial processes tied to service delivery to assure revenue projections are met. (1B)
- All program managers and the ARTS Director participated in the board's budget development process and projected services and funding for the upcoming fiscal year.

- 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)
 - Several staff throughout the ARTS Division was able to attend the STOP Opioid Training sponsored by the H-NNCSB.
 - **The Drug Court Administrator** attended the STOP Opioid Training sponsored by HNNCSB. Sherry Glasgow, Program Administrator, was on the treatment panel and provided an overview of drug courts for the attendees. The **ARTS Director** was also participant on the treatment panel. The **SEFP Manager**, Tambrya Klemer, along with a program participant, gave an in-depth presentation on the services provided by **South-Eastern Family Project (SEFP)**.
 - **The ARTS Case Management staff** attended a variety of trainings to include: the Long Reach of Intergenerational Trauma; Interacting with Traumatized Clients; Stalking and Domestic Violence; and Trauma Informed Sexual Assault Investigations and Adjudication.
 - The **ARTS Case Management Program Manager** attended GPRA (Government and Performance and Results Act) training in Roanoke, Virginia. GPRA is the data collection tool that will be utilized in support of the Pregnant and Postpartum Women Grant (PPW) facilitated by the Department of Behavioral and Developmental Services (DBHDS) to expand Project Link services.
 - The ARTS Case Management Program Manager also attended the Peer Recovery Supervisor training provided by The Department of Behavioral Health and Developmental Services. The Peer Recovery Coach will be a service expansion to **Project Link** and is a grant requirement.
 - PIR Manager participated in the Quarterly Peer Supervisor Training.
 - PIR Manager and therapist attended the training: The Brain and Addiction; SPECT Imaging and Addictive Disorders.
 - PIR Manager attending a training: Rediscover Elderhood: A Lost Life Stage
 - PIR Manager participated in the HPR-V Clinical Lead Training.
 - PIR Therapists attended the collaborative documentation training
 - Staff from the HNNCSB PATH Program (Homeless Services), provided an in-service training to PIR staff during April's all staff meeting.
 - PIR Manager attending an SBIRT training at VCU, in preparation for incorporating this level of care in Outpatient services.

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

- ARTS leadership will work closely with DMAS, DBHDS and CCC+ MCOs to minimize out-of-pocket expenses to person served, but maximize revenues from third-party payers. (2B)
 - PIR Manager and ARTS Case Manager continue to attend monthly Coordination of Care Meetings to staff abreast of third-party funding sources and regulations.

- The ARTS Director provided a presentation, on March 1st, to the DBHDS staff of service needs to impact the opioid epidemic in Hampton and Newport News. He also worked with the board team to develop the OPT proposal that was submitted to DBHDS for funding and also on the monitoring team to assure that we met our stated targets. He also provided input into the fiscal 2019 OPT proposal.
- 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)
 - PIR Program Manager participated in the Youth Career Expo.
 - SEFP Program Manager attended the Peninsula Maternal Health Coalition on 3/14/18 and the manager completed a program presentation to leadership with Our Lady of Mt. Carmel Church on 3/6/18. On 4/18/18, Manager, SEFP resident, and Sherri Wiggins participated in the STOP Symposium.
 - Tamika Lett, ARTS Case Manager Supervisor participated in the Youth Career Expo held at the Hampton Convention Center. In addition, the Program Supervisor, in conjunction with St. Leo University staff, facilitated REVIVE for university staff and members of the community.
 - The ARTS Director serves as a team member of the Give 757 Local fundraising team.
 - The ARTS Director presented an overview on how the opioid epidemic impact all citizens at the Dochiki Civic Club on March 14, 2018.
 - The ARTS Director attended the quarterly Consumer & Family Advisory Council Meeting and gave an update and responded to questions that related services provided by the ARTS Division. The Director also attended the Peninsula Maternal Health Coalition, along with the SEFP Manager and Case Management Manager. We all networked with other stakeholder and community partners to let them know about Project Link and South-Eastern Family Project.

Strategic Objective #3: To celebrate and communicate the Hampton-Newport News Community Services Board's performance and reputation as a center of excellence and center of influence, through ongoing engagement of the community we serve.

- All programs will obtain feedback from person served through forums, surveys and suggestion boxes. This feedback will be used to enhance services and improve customer service. (3C)
 - 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. One individual indicated that their need for housing is not being met. Although we have limited funds to support housing for participants, we make our best efforts to support those with housing needs.
 - Residents reported their reasons for entering **SEFP** were "to address my substance abuse issue. I am learning relapse prevention. I want to stay clean and sober so I can be the best mother I can be again. To maintain long term sobriety, court ordered but to get the tools

to turn my life around.” During this time period, surveys reflected strong satisfaction with services at SEFP. “The counselors and staff make sure there is a meeting or group to cover every issue with myself or my peers.”

- Individuals participated in **HRC** wants management to review the timeframe when requesting a drug screen. Current process is “taking too long” and several individuals are concern about getting to work on time. Program management is taking this feedback under advisement.
- **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)**
- In an effort to increase the programs census, thus funding, an assertive effort outreach and marketing efforts and presentations have been presented, by the **Drug Court Administrator**, to the judges, commonwealth attorney, public defender’s office, Veterans Justice Outreach officer of the VA Medical Center, and probation. Additionally, Sherry Glasgow participated in a conference call as a Board Member of the Virginia Drug Court Professionals. Additionally, the ARTS Director and the Drug Court Administrator met separately with our local Drug Court Judges to brainstorm ideas on how to increase program census. We came away with ideas that we hope will have an impact on program census.
 - The **Hampton-Newport News Drug Court/Veterans Treatment** has developed a partnership with Outback Steakhouse as an employment opportunities to program participants. The Department for Aging and Rehabilitative Services (DARS) is also working with our drug court participants to provide vocational training and employment services. DARS also purchases items needed for employment in an effort to reduce employment barriers.
 - **HRC Program Manager**, Sabrina High, conducted an in-service with the Newport News Department of Human Services (Adult Protective Services) to educate them on medication assisted treatment (MAT) to include, but not limited to eligibility requirements, harm reduction philosophy and education of opioid dependence.
 - **PIR Manager** met with Adult Protective Services staff and provided information on Opioid Dependence, available treatment options, as well as how to link individuals to treatment services at H-NNCSB and other community supports. PIR Manager also spoke with staff from Amen Clinics, Northern Virginia, surrounding linking individuals to outpatient treatment services at H-NNCSB.
 - PIR Program Manager attended the monthly Re-entry Committee meetings and the Clinical Supervision Appreciation Luncheon, along with her licensed therapists who will be providing supervision to license-eligible staff.
 - **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, at the request, of the Hampton Sheriff’s Office assisted in responding to the Residential Substance Abuse Treatment (RSAT) for Prisoner proposal. We drafting a planning grant proposal that would involve the HNNCSB, the Hampton Sheriff’s Office and other key stakeholders to develop a jail-based medication assisted treatment (MAT) that would: 1) offer evidence-based practice counseling and medication assisted treatment

in the jail; 2) build on current reentry processes to assure successful aftercare and community reintegration; and, 3) reduce recidivism of adult opioid offenders who were previously incarcerated.

- The Hampton-Newport News Community Services Board hosted the Virginia Opioid Treatment Program Directors and VAMARP (Virginia Associated of Medicated Assisted Recovery Program) on April 20, 2017. We were represented by our HRC Program Manager, Sabrina High. The ARTS had an opportunity to sit in on the meeting briefly.



MEETING OF THE BOARD OF DIRECTORS

**Thursday, April 26, 2018, 5:00 p.m.
CSB Campus Board Room, 2nd Floor**

- Present:** Mrs. Rogers, presiding; Mrs. Dahlen, Dr. Davidson, Councilman Gray, Jr., Mrs. Owens, Dr. Spencer, Mrs. Stewart, Mr. Supler, Mrs. Thomas, and Dr. Williams Hunt.
- Staff:** Mrs. Christian, Mrs. Barnes, Dr. Bond, Mr. Crisp, Mr. Dudley, Dr. Gill, Mrs. Hunt, Mrs. Hogge, Mrs. McCarthy, Ms. Newlon, Mr. Simons, Ms. Thompson, Ms. Whitaker, Ms. Mercado and Ms. Davis.
- Guest(s):** None.

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, April 26, 2018. Mrs. Wanda Rogers, Board Chair, called the meeting to order at 5:05 p.m. and welcomed Members, guests, and staff to the meeting.

REMARKS OF THE CHAIR

Mrs. Rogers announced that it was hard to believe that Members only had two more months in the fiscal year to complete their annual Standing Board Committee tasks and remain in compliance with their Board By-Laws and Policies. She continued that Members would see that these next two months would be hearty with activities as they move forward to complete Standing Board Committee tasks. Mrs. Rogers advised that for the convenience of Members of the Board she would announce the full essence of upcoming Board Member activities at the end of the meeting that evening.

Included in her remarks, Mrs. Rogers also provided Members with the names of Members of the Board of Directors who had communicated their inability to attend the meeting due to scheduling conflicts or illness; these Members included: Mrs. Killebrew; Mr. Morehouse, III; Mrs. Golden Bethune-Hill; and Sheriff B.J. Roberts.

Board of Directors Meeting
 April 26, 2018
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INTRODUCTION OF GUESTS

Mrs. Christian announced that there were no guests in the audience.

PUBLIC COMMENT

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

ACTION ITEM

A-1.

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

Action

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

BOARD STANDING COMMITTEE REPORTS

Nomination and Selection

Mrs. Mary Stewart, Committee Chair, reported that Members to the Nomination and Selection Committee held a meeting on Thursday, April 12, 2018, at 4:00 p.m. in the Campus Board Room to review and update the status of Board Membership, discuss the FY19 Proposed Slate of Officers, and process the FY18 Executive Director Performance Appraisal. Members were advised that a Report of the Nomination and Selection Committee meeting had been provided for them in their red folders.

In the area of Board Membership, Mrs. Stewart reminded Members that of the five Members of the Board of Directors for the Hampton-Newport News Community Services Board whose terms were scheduled to expire at the end of the fiscal year, on June 30, 2018, both Dr. Arva Davidson and Dr. Elva Williams Hunt had already been reappointed to their 2nd, three-year terms on the Board of Directors at the Newport News City Council Meeting held on March 27, 2018.

Additionally, with regard to the City of Hampton, Mrs. Stewart informed Members that Mrs. Christian provided Members of the Committee with a previous conversation held with City Manager Mary Bunting regarding the suggested individual who would serve as City Representative. She also shared the names of

other citizens interested and suggested to serve on the Hampton-Newport News Board of Directors. Moreover, Mrs. Stewart asked, if Members of the Board would remember from her last Committee Report in February, while Councilman James Gray, Jr. remained eligible to serve his 2nd term on the Board of Directors, Members of the Board would, regrettably, be losing current Members of the Board, Mrs. Wanda Rogers and Dr. Turner Spencer, who both would have completed their 3rd three-year term on the Board of Directors for the Hampton-Newport News Community Services Board. However, Mrs. Stewart asked that Members please be advised that Members of the Nomination and Selection Committee would review Board Bank applications received from the City of Hampton at its May meeting in efforts to fill any and all upcoming vacancies in that City.

Mrs. Stewart communicated that Members of the Committee discussed the FY19 Proposed Slate of Officers, and processed the FY18 Executive Director Performance Appraisal both of which are to be reported at the May and June Meetings of the Board of Directors in accordance with the Board By-Laws of the Hampton-Newport News Community Services Board.

That being reported, Mrs. Stewart shared that Members of the Nomination and Selection Committee would continue their annual tasks at its next meeting scheduled for [Thursday, May 17, 2018, at 4:00 p.m.](#) and extended an invitation to Members of Board who would like to attend.

Budget, Finance And Audit

In the absence of Mr. Thomas Morehouse, III, Interim Committee Chair, Dr. Elva Williams Hunt reported that Members of the Budget, Finance and Audit Committee held their last meeting on Monday, April 16, 2018, at 4:00 p.m. in the CSB Campus Board Room to review the Financial Statements and Operating Results through February 28, 2018, for the Hampton-Newport News Community Services Board and its entities, namely, the H-NNCSB Property Company, Inc., Share-A-Homes of the Virginia Peninsula, and the Trust for Disabled Persons. She mentioned that a full report of the brief meeting had been provided for Board Member to review in their red folders.

Dr. Hunt noted that briefly during the Committee meeting, Ms. Denise Newlon, Chief Financial Officer, reported that the Hampton-Newport News Community Services Board was well into its FY2019 Budget Planning Season and while staff had completed a thorough review of all programs, it was now up to agency

leadership to ensure that they had a balanced budget. She advised that in connection with the Budget Planning Calendar, Members of the Budget, Finance and Audit Committee were scheduled to review the FY19 Proposed Budget and Performance Contract at its May meeting.

Dr. Hunt continued reporting that during the meeting of the Budget, Finance and Audit Committee, Members also reviewed and discussed actual and projected Cash Balances, the CSB's Operating Reserve of over \$2M, Aging and Earned Revenue, and Unbilled Services where it was pointed out that the CSB should be seeing a catch up for the anticipated shortfall in payments from Managed Care Organizations in connection to changes in regulations and payer guidelines.

Furthermore, Dr. Hunt informed Members of the Board of Directors that their meeting continued with a report from Ms. Newlon regarding the CSB's Divisional Net Income, Health Insurance for staff of the CSB, and a comprehensive review of the CSB'S Comparative Balance Sheets through February 28, 2018. She shared that Members would be pleased to note that all Balance Sheets of the CSB and its entities reported a positive net income for this time period, and Ms. Newlon confirmed that all entities were in compliance with debt covenant requirements.

That being reported, Dr. Hunt asked that all Members of the Board mark their calendars for the next meeting of Members of the Budget, Finance and Audit Committee which was scheduled on **Monday, May 21, 2018, at 4:00 p.m.** in the CSB Campus Board Room where the Committee would be reviewing the FY19 Proposed Budget.

Community Relations/ Governmental Affairs

Mrs. Beatrice Dahlen, Committee Chair, introduced that Members of the Community Relations / Governmental Affairs Committee met on Monday, April 16, 2018, at 4:30 p.m., in the Campus Board Room, to receive updates from staff regarding activities of the General Assembly, Legislature, and the Dept. of Behavioral Health and Developmental Services. She added that Members of her Committee also confirmed the status of the Hall of Fame Inductees, discussed Local Initiatives, and received updated information from Advocacy Groups. Members of the Board of Directors were directed that they could find a full report of the Committee meeting in their red folders.

Briefly, regarding the activities of Members of the General Assembly, it was stated that Mrs. Sherry Hunt, Communication and Business Development

Director, shared an update regarding the Special Budgeting Session of the General Assembly scheduled on April 11th, where she noted that a lot had changed with regard to Medicaid Expansion since the end of the previous General Assembly Session. However, the budget outcome remained to be seen. Mrs. Dahlen advised that during the Committee Meeting, Members were also informed that the Reconvened Session of the General Assembly was scheduled for Wednesday, April 18th, where the General Assembly would not only look at the Budget, but also reconsider Bills vetoed by the new Governor. She announced that since the Community Relations / Governmental Affairs Committee meeting, Members of the General Assembly still had not come to a conclusion with regard to a budget for the Commonwealth.

Mrs. Dahlen announced that Members were also updated on a few community events at the Hampton-Newport News Community Services Board to include the CSB's first Opioid Symposium held on April 18th, the upcoming Annual Employee Recognition Luncheon, 2018 Hall of Fame, and Patty L. Gilbertson Excellence Awards Ceremony scheduled for May 16, 2018, at the Marriott at City Center, along with discussion held by Mrs. Christian with the new Secretary for Health and Human Resources, Dr. Daniel Carey, who accepted an invitation to tour the CSB Campus later this year.

Additionally, Mrs. Dahlen asked that Members of the Board please be advised that Members of the Community Relations / Governmental Affairs Committee concurred to induct Mr. Joe Hudson into the 2018 Hall of Fame for his Peer work and advocacy in introducing the Barrier Crimes issue that motivated Senator Monty Mason to move forward with introducing and getting the Barrier Crimes Bill enacted. In closing on her report, Mrs. Dahlen shared that Members of the Community Relations / Governmental Affairs Committee also received updates from local advocacy groups to include the National Alliance on Mental Illness (NAMI) and the Substance Abuse and Recovery Alliance of the Peninsula (SAARA). She pointed out that more in-depth information regarding these items would be found in the written Committee Report.

Members of the Board were advised that the next meeting of the Members of the Community Relations / Governmental Affairs Committee had been scheduled for Monday, April 16, 2018, at 4:30 p.m. in the CSB Campus Board Room.

CONSIDERATION ITEMS

Mrs. Rogers pointed out that Members of the Board of Directors had a few items to consider attending during the upcoming month of May which included the VACSB 2018 Development and Training Conference scheduled on Wednesday,

May 2nd, and Thursday, May 3rd, in Portsmouth, Virginia. She also reminded Members of their participation in the CSB's 1st "Give Local 757" Campaign, scheduled on Tuesday, May 8th, from midnight to midnight; along and the Annual Employee Service Awards Luncheon, 2018 Hall of Fame and Patty L. Gilbertson Excellence Award Ceremony scheduled on Wednesday, May 16th, at 11:30 a.m. She announced that formal invitations for the latter event had already been sent to Members of the Board, and asked that Members who were available to attend any of the events to provide Ms. Mercado with their confirmation as soon as possible.

INFORMATION ITEMS

2018 Opioid Symposium

Included in the Informational portion of the meeting, Mrs. Christian commended staff on the Hampton-Newport News Community Service Board's, 2018 Opioid Symposium held on April 18, 2018, at the Hampton Convention Center (added) which had to be put on at the last minute due to recent funding made available by the Department of Behavioral Health and Developmental Services (DBHDS). She continued that the CSB had been given notice at the 11th hour by the DBHD to provide them with a plan to spend \$125,000 in funding which they would provide. Mrs. Christian announced that, overall, the Symposium went very well and included Mrs. Laura Caso of WAVY TV10, who was the Mistress of Ceremony. There were also interviews and the event was attended by over 100 individuals. She noted that the feedback was wonderful and even included a request for future events.

Mrs. Christian also noted that a few Board Members were able to attend the event and included Dr. Elva Williams Hunt, Mrs. June Owens, and Dr. Turner Spencer, and Councilman Jimmy Gray, Jr. who was involved and provided greetings. Dr. Williams Hunt shared her experience noting that the Symposium was very good, organized well, and that there was a lot to be gained. She stated that "staff pulled it off", as she commended them. Dr. Spencer added that the event stimulated some thought, and Mrs. Christian added that a lot of good energy was received. She pointed out that attendees also had the opportunity to talk at their tables about next steps they would like to see regarding the Symposium, and a lot of input was received. With regard to the turnaround time in getting the event together, Mrs. Christian jokingly expressed that she has seen that staff work very well under pressure, and that she is learning a new leadership style is to "apply more pressure". She added that the medication boxes provided to Members of the Board of Directors along with their Red Folder Items were also given out at the Opioid Symposium and that the boxes are to secure medications at home.

Other Items of Completion

Mrs. Christian reported that a few other things completed in a short period of time included the implementation of a Reentry Coordinator to work with the jails and set up services, which included housing, services in the communities, and Peer Support, for individuals released out of jail. She added that staff were able to do this in a pretty short order with short and long-term housing. The ultimate goal was to improve immediate access which also included enrolling 43 individuals off of the Methadone program's waiting list. Another significant item reported by Mrs. Christian was the development of the Peer Bridger Program which includes an individual whose responsibilities have been expanded to include being on call to local hospitals. She advised that now hospitals can contact our Peer Bridger Program which provides Peer Support individuals who are immediately available to speak with individuals in need of services while they are being treated at the hospital.

Members of the Board were informed by Mrs. Christian that H-NNCSB staff were also determining whether additional funding would be made available from the DBHDS from a proposal request recently received that requires another quick turn around and is due by tomorrow, Friday, April 27, 2018. She informed that with this funding opportunity the CSB will be asking for continued funding in efforts to serve individuals in need of opioid addiction treatment who do not have Medicaid. It was noted that continued funding would allow the agency to expand its net and catch those individuals who may possibly fall through the cracks. In addition, Mrs. Christian communicated that the Hampton Sheriff had also asked the CSB to partner on a grant to include additional services in the jails. In response to a question received from Councilman Gray, Jr., Mrs. Rogers, Board Chair and Director of the Hampton Human Services Dept., pointed out that the CSB is already on the Committee which works with providing services and housing for individuals as part of the Reentry Program and are sharing what has already been done. Mrs. Christian advised Members that additional information would be provided as we move forward.

New DBHDS Commissioner

Mrs. Christian continued her informational comments calling the attention of Members of the Board to the new Commissioner for the Dept. of Behavioral Health and Developmental Services, S. Hughes Melton, MD, and will be at the Virginia Association of Community Service Board Conference in May. She noted that she would extend an invitation to the new Commissioner to visit the H-NNCSB Campus.

Mrs. Christian also advised Members that the H-NNCSB was currently undergoing a Triennial Licensure visit, adding that Mrs. Gail Schreiner of the Dept. of Behavioral Health and Developmental Services had been with the CSB for the past three weeks reviewing programs, and so far so good.

Give Local 757” Campaign

To continue providing Members with updates on the Information Items of the Community Services Board, Mrs. Christian introduced Mrs. Sherry Hunt, Director of Business Communications, who provided Members of the Board with an update on the H-NNCSB’s 1st “Give Local 757” Campaign. Mrs. Hunt brought the attention of Members of the Board to information provided for them regarding the campaign along with website options to donate. She pointed out that the event was scheduled for May 8, 2018, from midnight to midnight, and that the minimum donation was \$10. It was added that the organization was looking to raise at least \$1Million for Hampton Roads non-profit organizations.

Mrs. Hunt shared that staff of the CSB was really excited as the event would be a Win/Win for the organization and not only will the CSB will be raising money, but will also be seeing some of the individuals served, and the community will find out why and how we do what we do. Members of the Board were also informed that the Hampton-Newport News Community Services Board also had a Facebook page where videos will be running that contain some individuals served, co-workers, etc., along with the valuable way the CSB is meeting the needs of individuals in the community. She added that a Team Competition will also be taking place up to the time of the live event on May 8th. At which time, the event will include prizes, food, programmatic information about the valuable services of the agency. In closing, Mrs. Hunt provided Members of the Board with an open invitation to attend the H-NNCSB’s 1st “Give Local 757” event.

As the Informational portion of the meeting was completed, Mrs. Rogers stated that it was really refreshing to her to hear the incredible work that was highlighted and showcased about the CSB, as she thanked staff for all their work.

PROGRAM HIGHLIGHTS

There being no additional information from Clinical Division Directors regarding their Program Highlights for the month of April, Mrs. Rogers provided Members of the Board with the full essence of the work that was to be completed with only two months remaining in the 2017 Fiscal year. She stated that as Mrs. Hunt

provided, the “Give Local 757” Campaign, was scheduled for Tuesday, May 8th, from midnight to midnight. She asked that Members of the Board please be reminded that an event flyer had been provided for them in their Red Folders. Mrs. Rogers continued by announcing the meeting of Members of the Board By-Laws Committee, which is chaired by Dr. Arva Davidson had been confirmed and scheduled for Thursday, May 10th at 4:30 p.m. Additionally, she stated that The Annual Employee Service Awards Luncheon, 2018 Hall of Fame and Patty L. Gilbertson Excellence Award Ceremony was scheduled on Wednesday, May 16th, at 11:30 a.m., at the Marriott in City Center. Mrs. Christian asked if any Member of the Board was interested in participating in the program, for them to please let her know.

Mrs. Roger also provided notice that a meeting of Members of our Nomination and Selection Committee, Chaired by Mrs. Mary Stewart, had been scheduled for Thursday, May 17th at 4:00 p.m.; and that a meeting of Members of the Budget, Finance and Audit Committee, had been scheduled for Monday, May 21st at 4:00 p.m. with its Interim Chair, Mr. Thomas Morehouse, III; AND would immediately be followed that same date by a meeting of Members of the Community Relations / Governmental Affairs Committee at 4:30 p.m., Chaired by Mrs. Beatrice Dahlen. Finally, Mrs. Roger provided that during the month of May, Members would be asked to attend the monthly Board of Directors Meeting scheduled for Thursday, May 24th, at 5:00 p.m., where Members will receive our FY19 Proposed Slate of Officers and be provided the opportunity to make recommendations at that time.

Members of the Board of Directors were also asked that in light of all of the upcoming Board activity for the month of May, that Members of the Board be mindful of email, calls and/or items received by U.S. mail from CSB staff regarding these events and your Standing Board Committee meetings, and that Members provide Ms. Gloria Mercado with their availability at any of the events and meetings just mentioned as soon as possible.

CLOSING REMARKS

In closing, Members of the H-NNCSB Board of Directors commented on several different items as the meeting came to a close. Dr. Spencer reminded Members of upcoming elections in the both the City of Hampton and the City of Newport News that would be taking place; Mrs. Thomas advised that she would be on Leave beginning the on May 11th, returning on May 21st, and would be able to make her Board Standing Committee meeting and the May meeting of the Board of Directors.

Board of Directors Meeting
April 26, 2018
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ADJOURNMENT There being no additional business to conduct or comments to be made, Members of the Hampton-Newport News Community Services Board adjourned their meeting at 5:45 p.m.

Mrs. Wanda Rogers
Chair

Mrs. Beatrice Dahlen
Secretary

Submitted by GMercado

FY18 Monthly Planner

May 2018

02 – 04		VACSB 2018 Development and Training Conference, <i>Renaissance Hotel, Portsmouth, VA</i>
07	10:00 am	HPR-V Executive Directors Regional Leadership Team
08		“Give Local 757” Event
09	10:00 am	State Drug Treatment Court Advisory Committee, <i>Supreme Court of Virginia</i>
10	12:00 pm	Nurses Day Luncheon
10	4:30 pm	By-Laws Committee
14	1:30 pm	Newport News CMPT
14	4:00 pm	Board Quality Management Committee
14	6:00 pm	ARTS Reception
15	8:30 am	EVMS Mental Health Summit, Hampton VA Medical Center
16	11:30 am	H-NNCSB Employee Recognition / 2018 Hall of Fame Ceremony / Patty L. Gilbertson Excellence Award Luncheon
17	10:00 am	OPT-R
17	1:00 pm	BF&A Prep Meeting
17	4:00 pm	Nomination and Selection Committee
21	9:00 am	H-NNCSB Management Team
21	4:00 pm	Budget, Finance and Audit Committee
21	4:30 pm	Community Relations / Governmental Affairs
22	11:30 am	Executive Leadership Team
22	1:00 pm	Steering Committee Meeting
24	12:00 pm	City of Newport News Strategic Plan Meeting
24	2:00 pm	Hampton CMPT
24	5:00 pm	CSB Board of Directors
28		H-NNCSB Closed – Holiday Observed
29	10:00 am	Hampton City Schools Superintendent Update, Dr. J. Smith
29	11:30 am	Executive Leadership Team

FY18 Monthly Planner

June 2018

01	9:30 am	VACSB Leadership Team Conference Call
04	9:00 am	HPR-V Executive Directors Regional Leadership Team
05	11:30 am	Executive Leadership Team
06	4:30 pm	Strategic Planning Committee
07	12:00 pm	H-NNCSB Physicians Meeting
07	1:00 pm	H-NNCSB / BB&T / Anthem Review
11	1:30 pm	Newport News CPMT
12	11:30 am	Executive Leadership Team
12	1:00 pm	Steering Committee Meeting
14		Commonwealth Annual Mental Health Symposium, Richmond
15	1:00 pm	Profiler Full User Group Meeting, Petersburg
18	4:00 pm	Budget, Finance and Audit Committee
18	4:30 pm	Community Relations / Governmental Affairs
19	11:30 am	Executive Leadership Team
21	5:00 pm	CSB Board of Directors
22	11:30 am	Consumer Family Member Advocacy Council
25	9:00 am	H-NNCSB Management Team
26	11:30 am	Executive Leadership Team
28	12:00 pm	NN Youth and Gang Violence Steering Committee
28	2:00 pm	Hampton CMPT