



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

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

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

### **Board Officers**

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

Venerria Thomas, **Vice Chair**

Timothy L. Supler, **Treasurer**

Beatrice V. Dahlen, **Secretary**

### **Members of the Board of Directors**

Golden Bethune-Hill      Steven Bond, Esq.

Chris Bowman      Steven Brown

Arva Davidson      Pixie Killebrew

June R. Owens      Sheriff B.J. Roberts

Morgan Russell      Mary L. Stewart

Elva Williams Hunt



## *V i s i o n*

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

## *M i s i o n*

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



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

### **Strategic Objective #1**

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

### **Strategic Objective #2**

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

### **Strategic Objective #3**

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

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

Greetings Members of the Board:

You will be very pleased to know that our Employee Appreciation Event was a huge success despite the forecast for Tropical Storm Michael. The event was held indoors at the Boo Williams Sports Complex and was attended by approximately 500 employees. A great time was had by all.

Our upcoming Board of Directors Meeting seems to have a pretty full Agenda. We look forward to updating you on the Behavioral Health Docket, 29<sup>th</sup> Annual Thanksgiving Luncheon, and Medicaid Expansion activities. In preparation for the meeting, attached please find the Agenda and Package for the **Board of Directors Meeting** scheduled on **Thursday, October 25, 2018, at 5:00 p.m.**

Additionally, please be advised that Standing Board Committee meetings scheduled this month include a meeting of Members of the **Budget, Finance, and Audit Committee** scheduled next week on **Monday, October 22<sup>nd</sup>, at 4:30 p.m.**, followed immediately by a meeting of Members of the **Community Relations / Governmental Affairs Committee** scheduled at **5:00 p.m.** on the same date.

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

We look forward to seeing you next week.

NWC:gvm  
Enclosures

# MEETING OF THE BOARD OF DIRECTORS

Thursday, October 25, 2018, 5:00 p.m.  
CSB Campus Board Room

## A G E N D A

1. **Call to Order**
2. **Remarks of the Chair**
  - Introduction of Guests
  - Other Remarks
3. **Public Comment Period**
4. **Action Item**
  - **A-1** Minutes of the Board of Directors Meeting of September 27, 2018
5. **Standing Board Committee Reports**
  - Budget, Finance and Audit Committee
  - Community Relations / Governmental Affairs Committee
6. **Consideration Item**
  - **C-1 H-NNCSB 29<sup>th</sup> Annual Thanksgiving Luncheon**
7. **Information Items**
  - **I-1** STEP Virginia
  - **I-2** Medicaid Expansion
8. **Program Highlights**
9. **Adjournment**

## **ACTION ITEM**

October 25, 2018

### **A-1. Minutes of the Board of Directors Meeting of September 27, 2018**

**Issue:** Board approval of the Minutes of the Board of Directors Meeting held on Thursday, September 27, 2018.

**Background:** Minutes of the Meeting of Members of the Hampton-Newport News Community Services Board held on September 27, 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 September 27, 2018.

**Enclosure:** Minutes of the Board of Directors Meeting held on September 27, 2018.

## **CONSIDERATION ITEM**

### **C-1. 29<sup>th</sup> Annual Thanksgiving Luncheon**

**Issue:** H-NNCSB 29<sup>th</sup> Annual Thanksgiving Luncheon.

**Background:** As mentioned to Members last month, each year the Hampton-Newport News Community Services Board hosts a Thanksgiving Luncheon that provides the individuals we serve with an opportunity to show their appreciation to employers and citizens in our communities who have made a positive impact on their lives during the year. This year the event is scheduled on **Wednesday, November 7, 2018, at 11:30 a.m.**, in the **Grand Ballroom** of the **Hampton Roads Convention Center** where the **Honorable Ralph S. Northam, Governor of Virginia**, will give the keynote address.

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

## INFORMATION ITEMS

### I-1. STEP Virginia

**Issue:** In order to meet the needs of the individuals served, we must offer more immediate access to services. The Same Day Access model is nationally recognized and 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 continues to train and plan for the implementation of Same Day/Rapid Access. Our go live date is January 1, 2019.

### I-2. Medicaid Expansion

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

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

**Update:** *The H-NNCSB had developed a Medicaid Implementation Team to assure maximum enrollment of those eligible for Medicaid under the new guidelines. This team continues to refine internal protocols as well as develop ways to partner with other community agencies, such as The Dept. of Human Services, to assure a smooth process in assisting individuals with obtaining health insurance.*

## PROGRAM HIGHLIGHTS

### ADMINISTRATIVE

#### COMMUNICATIONS & BUSINESS DEVELOPMENT

**Sherry Hunt, Director**

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

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

#### **1. Communications and Business Development**

- **H-NNCSB'S Recovery Month** activities this year were highly successful, impactful and fun! The events afforded the agency an opportunity to, not only shed light on the journey of Recovery, but also to highlight our wonderful group of Peer Recovery Specialists led by Alethea Lambert, Peer Recovery Coordinator. All of the events and activities listed below showcased the true hope in recovery.
  - On September 11<sup>th</sup>, we had a great turnout for Recovery Walk/Wear Recovery Month Color Day in which all participants met to walk around the main campus with the Recovery banner.
  - We had a blast playing Recoveryopoly during Recovery Game Day on September 18<sup>th</sup>! All participants walked away with a greater understanding of the journey of recovery. ADC and Inventor of Recoveryopoly, Shannon Garrett, partnered with us to facilitate the games while ensuring participants were well-informed and had a great time.
  - With over 100 people in attendance, the FREE IMAX screening of "Dying In Vein: The Opiate Generation" on September 25<sup>th</sup> was a huge success! Attendees especially enjoyed hearing the personal stories of hope in recovery and the call to action to keep the spotlight on the needs in our community!
  - Rounding out the month's events was an awesome Open House and Art Show at our Bright Beginnings day program on September 26<sup>th</sup> which was a FIRST for the individuals who worked so hard to showcase their talents!
  - And once again, the H-NNCSB was pleased to partner with the Hampton University Graduate Department of Counseling in presenting their Annual National Recovery Month Program on September 26<sup>th</sup>.

- On September 8<sup>th</sup>, H-NNCSB participated in the **Hampton Roads Morning of Hope** event sponsored by the Hampton Roads Survivors of Suicide Support Group, Inc. Our agency supports this annual event in a big way; from working the Mental Health tent, to handing out depression inventories, to collecting donations, to getting t-shirts made, to donating money, and finally to attending and walking, agency staff came through again this year in tremendous fashion to contribute to the event's success.
- Participated in the **St. Paul African Methodist Episcopal Church 2018 Senior Expo** on September 29<sup>th</sup>, at which time staff from our Adult Comprehensive Outpatient Services division shared information on our programs and services.
- On September 11<sup>th</sup>, attended **Newport News City Council Work Session** meeting to present information on the agency and discuss the annual approval of our Performance Contract and the new request to approve a line of credit increase.
- Met with **Hampton City Schools Public Relations and Marketing representatives** to discuss our agency's participation in a video addressing opioid addiction being prepared for the 10<sup>th</sup> grade health curriculum. Also discussed plans for H-NNCSB to facilitate a Family Night/Parent Workshop in November at which time the video is unveiled and discussions take place.
- Attended the **Sister David Ann 3<sup>rd</sup> Annual Legislative Breakfast** on September 21<sup>st</sup> and was able to network with state and federal legislators and local elected officials while receiving updates on issues impacting the Peninsula including: Children & Youth, Senior Citizens, Human Trafficking, Healthcare and Homelessness.

- **New Funding**

The federal Department of Health and Human Services Substance Abuse and Mental Health Services Administration (SAMHSA) has awarded Hampton-Newport News Community Services Board a grant in the amount of **\$519,723** allowing us to further aid the communities of Hampton and Newport News! The grant award is for a total of three years and details are below:

- Project Title: ***“Stop the Prison Pipeline & Emergency Room Revolving Door”*** in Hampton-Newport News Virginia through expanded access to Medication Assisted Treatment (MAT) for those persons with an opioid use disorder (OUD)”
- The purpose of this program is to expand/enhance access to Medication Assisted Treatment (MAT) services for persons with an Opioid Use Disorder (OUD) seeking or receiving MAT.
- H-NNCSB, in partnership with the Virginia Commonwealth (VCU) Center for School-Community Collaboration and School of Education will focus on two primary populations: 1) people diagnosed with OUD involved in the criminal justice system, and, 2) drug seeking and non-fatal overdose survivors seen in local hospitals' emergency rooms.

- This grant award demonstrates significant initiative and expertise in providing evidence-based treatment services for individuals with an OUD, and we are very proud to use these resources for more inclusive services.”

### **Recurring Meetings Attended & Upcoming Community Engagement Activities**

- *Addiction Recovery and Treatment Services (ARTS) division team meetings*
- *Peninsula Community Opioid Response (PCOR) Committee meetings*
- *Coordination of Services meetings*
- *VACSB Public Policy Committee meetings*
- *Consumer & Family Member Advisory Committee meetings*
- *Community Criminal Justice Board (CCJB) Committee meetings*
- *St. Augustine Episcopal Church Fall Festival – Oct. 6<sup>th</sup>*
- *South-Eastern Family Project (SEFP) Open House – Oct. 10<sup>th</sup>*
- *Sentara Careplex Hospital Community Day – Oct. 20<sup>th</sup>*
- *Thanksgiving Luncheon – Nov. 7<sup>th</sup>*
- *Legislative Breakfast – TBD*

## **2. Prevention Services**

- The Prevention Services Department, through our agreements with Alternatives, Inc., continues to offer a wide variety of effective, evidence-based programs to support the Behavioral Wellness of children, youth and families in our communities. To date we have secured the schedule for the AI’s Pals Program with our Pre-K through 1<sup>st</sup> grade students in Hampton and Newport News. LifeSkills Training Programs are scheduled for the 6<sup>th</sup> graders in the middle schools. In addition, implementation of other Prevention Environmental Strategies to targeting all middle school students will be provided to our students. The Relate Program implementation is schedule to begin in October with the High School students in Hampton.
- During Recovery Month, Prevention Services engaged in the following activities:
  - Sponsored T-shirts for the **Hampton Roads Morning of Hope Walk** as well as volunteering to distribute depression inventories and participating in the walk.
  - We collaborated efforts to provide the FREE IMAX screening of **“Dying In Vein: The Opiate Generation”** on September 25<sup>th</sup>.
  - Preventions partnered to provide an information / resource table at the Hampton University Graduate Department of Counseling’s **Annual National Recovery Month Program** on September 26<sup>th</sup>.

### **Other Prevention Activities**

- Attended the Hampton City Schools meeting with Public Relations and Marketing representatives to discuss our agency’s participation in a video addressing opioid

addiction being prepared for the 10th grade health curriculum, and the discussion to facilitate a Family Workshop in November for the unveiling of the video followed by a discussion.

- Collaborated in the presentation of the Agency overview for the new Superintendent of Newport News Public Schools, Dr. George Parker III, held on September 21<sup>st</sup>.

**Monthly Meetings Attended & Upcoming Prevention Engagements**

- *Region V Prevention Meeting*
- *Alternatives Inc. Service Collaboration*
- *Community Builders Network (CBN) Coalition Meeting*
- *Peninsula Community Opioid Response (PCOR)*
- *Community Anti-Drug Coalitions of America (CADCA) Mini Academy Training*
- *Red Ribbon Week Celebration*
- *Community Builders Network (CBN) Retreat*

**HUMAN RESOURCES**  
**Kimberly Thompson, Director**

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

**1. Human Resources**

- The Human Resources department is committed to filling vacancies with highly qualified candidates. During the months of September there were 21 new hires; 15 full-time, 6 part-time. The new hires by division included:

<b>Division</b>	<b># of New Employees</b>
Adult Clinical Services	5
Adult Outpatient Services	2
ARTS	1
Crisis Services	2
Developmental Services	4
Financial & Property Mgmt.	1
Human Resources & Training	1
Communication and Business Dev.	1
Youth and Family Services	4

- **Qualified Mental Health Professional (QMHP) Registration** Our QMHP sessions in August and September were well attended. To date we have completed over 120 Grandfathering Employer Attestation forms for both staff whose position requires the registration and those who want to register for professional development. We continue

to ensure required staff are registered by the 12/31 deadline. We have an internal deadline for all required staff to have forms completed by 10/22. We are also making necessary changes to our job descriptions. **(1G)**

- **Employee Engagement** Human Resources is finalizing a process to conduct “Stay Interviews” with new hires to gain beneficial feedback about the onboarding process, new employee orientation and program specific training.
- **New Human Resources Generalist** The division welcomed Nicquita Scott, our new *Human Resources Generalist*.
- **Employee Open Enrollment** *Open Enrollment* for employee benefits is planned for late October to early November. The Human Resources staff has been working with BB&T, our Benefits Broker, on the benefit renewals for 2019 and preparing for Open Enrollment. We will make no changes to the benefits and the employee rates will remain the same for the 2019 plan year. **(1G)**

## 2. **Training Services**

- 4 *New Employee Orientation* sessions were conducted during this period with 21 new employees welcomed and oriented to the Agency.
- 2176 online courses in 40 unique subjects were completed by staff.
- 17 unique classroom courses were offered with 235 staff participating.
- We held a 2-day training for Applied Suicide Intervention Skills Training (ASIST) during the month of September.

## 3. **Committee Updates**

- The **Wellness Committee’s** healthy food vendors have been well received. *The Deli Basket*, one of our vendors, has added an additional day and will visit another building to accommodate additional programs.
- Our benefit broker facilitated two **Medicare 101** meetings for our staff. 17 staff attended. This is the 3<sup>rd</sup> year for the workshops and are well received.
- We are coordinating a **Flu Shot Clinic** for early November. Walmart came on site last year and the clinic was convenient and successful. We had around 50 staff participate.
- We continue to promote our **Wellness Incentives**: All employees covered by one of the Anthem medical plans offered by H-NNCSB are eligible to participate. **(1G)**

**Strategic Initiative #3B:** *Develop a culture at Hampton-Newport News Community Services Board, dedicated to positive outcomes for the individuals we serve, through the recognition of staff contributions to organizational success, as well as embracing our commitment to maintaining our reputation as a center of excellence, center of influence and employer of choice.*

#### 4. **United Way Campaign**

- The Campaign started on September 24<sup>th</sup>, and continues through October 12<sup>th</sup>. **Our goal is \$5,000** for the campaign and as of the date of this report, \$1,000 has been raised. A successful ***Collective Goods Market*** occurred on Tuesday, September 25<sup>th</sup>, with several employees coming in to make purchases. The proceeds from the market should be calculated and sent to us soon. Our annual ***United Way Boutique*** is scheduled for Friday, October 12<sup>th</sup>, from 12 Noon until 1 p.m. This fundraiser, featuring employee businesses, is a fun way to raise money for the United Way. On-line pledging is available by going to **H-NNCSB 2019 United Way Pledge Form**. Employees may make pledges via payroll deduction, credit card, direct billing, checks, and cash. Our official campaign closed on **October 12<sup>th</sup>**, but the ability to make a pledge online will continue through the end of November. Marcus King is leading this effort.

## **INFORMATION TECHNOLOGY AND MEDICAL RECORDS**

**Charles McGee, Director**

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

**IT Goal:** *Develop and maintain a robust, comprehensive, and agile information technology infrastructure that meets the dynamic administrative, compliance, and behavioral healthcare service needs of the Agency.*

#### 1. **Information Technology**

- **Related Projects, Initiatives, and Activities**
  - As a major component of IT routine infrastructure maintenance, the IT Department manages the provisioning, deployment, and maintenance of all Agency desktop computers and telephones, mobile computing devices (mobile phones, tablets, laptops, etc.), and other miscellaneous technologies.
  - The IT Department continues to conduct internal process improvement activities intended to provide consistently high levels of courteous, efficient, and professional customer service. Those initiatives include enhancing the user interface of the new IT Support Portal website, introducing a customer facing knowledge base, obtaining customer satisfaction feedback through customer surveys, and the development of IT customer service code of conduct and standard operating procedures.

- The IT Department continues to evaluate and test viable replacements for the Agency's current analog phone system. Currently, new and advanced digital telephone systems have become more affordable providing new options for updating our existing systems. The evaluation process has been expanded to ensure that all available technologies have been thoroughly considered. As a result, two additional vendors will be submitting proposals for a phone system replacement.
- The IT Department continues to test full integration Digital Signature and Automated Workflow solution with business processes throughout the organization. Future stages of the project are currently under development and will introduce more complex workflows and the ability to integrate digital signatures using other forms as well as integration with existing enterprise applications.

## 2. Network and Computing Support and Services (NCS) (Manager, Brian Rummel)

**IT Goal:** *Develop and maintain a robust, comprehensive, and agile information technology infrastructure that meets the dynamic administrative, compliance, and behavioral healthcare service needs of the Agency.*

### • Program Activities

- NCS Services continues to refine its HelpDesk and IT support processes within ServicePro Helpdesk Support Management system. The continuous collection of statistical IT support request data is currently being tested and optimized so that statistical reporting can be used toward performance management efforts.
- NCS continues to perform activities related to the continuous configuration, distribution and maintenance of the Agency's diverse inventory of IT and Telephony related equipment.
- NCS continues to monitor and manage the daily backup of critical agency data and when necessary associated restoration of data.
- NCS continues to perform activities related to maintaining the confidentiality, integrity, and availability of the Agency's information resources.
- NCS continues to play a core role in the research and testing of new and emerging technologies as well as ensuring that new technologies successfully integrates with existing legacy technologies.

### • Projects

- As part of a continuous improvement approach to technology management, the IT Department has begun the process of testing and implementation of Citrix Cloud Services (CSS). CSS offers the capability to deploy critical applications, such as our Electronic Health Records, Financial Systems, etc., to a redundant, fault tolerant cloud

based technology infrastructure. This is a major project that will be implemented in carefully planned stages. Currently, the system has been deployed to a test network environment, which is allowing us to test various technological configurations before deploying to our live network. Over the next several weeks, several core technologies will be replaced as part of this upgrade project in preparation for full deployment. We are expecting to test full deployment of our EHR system to the cloud platform by the end of the year.

- The team is also in the preparatory stages of conducting an inventory and assessment of all IT infrastructure equipment throughout the Agency. This will allow accurate recording of equipment age and functionality for the purpose of replacement planning and budget considerations.
- The IT team is also working on a project that will provide Service Desk capabilities to the Financial Services staff. A test version of this system is currently being setup and configured. Testing by staff is expected to begin next week.
- The team has upgraded and deployed a new fax system which allows Agency staff to send and receive faxed documents directly to and from their desktop computers. The capability is currently deployed to a pilot test group, but will be widely deployed within the Agency after the pilot testing is completed.

### 3. Medical Records (Manager, Shelia Leary)

*MR Goal: Develop and maintain a robust, comprehensive, and agile electronic health record (eHR) system that meets the compliance, and behavioral healthcare service needs of the Agency and all meaningful use (or its successor) requirements.*

- As a part of the Entrust scanning project, Medical Records staff continue to identify and process records for scanning and destruction that are stored offsite at a secure Entrust warehouse facility. The team continues the process of packaging the year 2011 medical records that remain in-house for destruction and have cleared well over three thousand boxed from Entrust leaving us with only the most recent charts left for destruction.
- IT and Medical Records staff continue to routinely monitor and manage internal and external privacy/security threats in order to safeguard against data loss, unauthorized data access, and data availability.
- As part of ongoing medical records management and maintenance efforts, the Medical Records Team continues the processing, and release of medical records; meets with clients for completion of authorizations to disclose (release of information); responding to phone inquiries; scanning and validating client medical records into record management software.
- The Medical Records and IT staff continue to collaborate on activities related to the processing of records request for program and agency audits; scanning archived medical records for client's that have been re-opened to services; and identifying records that are due for destruction.

- Process releases and medical records request.
- Meet with clients for completion of authorizations to disclose (*release of information*).
- Phone inquiries.
- Scan and validate client medical records into record management software. Clinical program support.
- Process records request for program and agency audits.

**Agency Strategic Objective #1C:** Implement a comprehensive technology infrastructure that 1) supports the organization’s administrative, management, and compliance functions, 2) creates new revenue and market opportunities, and 3) ensures successful implementation of electronic health records and meets all federal requirements regarding “meaningful use.”

**IT Goal:** *Develop and maintain a robust, comprehensive, and agile electronic health record (eHR) system that meets the compliance, and behavioral healthcare service needs of the Agency and all meaningful use (or its successor) requirements.*

#### 4. **Data Informatics (Manager, Shelia Leary)**

- **Related Projects, Initiatives, and Activities**

- The Data Informatics Manager and the IT Director continue to work with Harris Health systems technical support staff to address ongoing electronic health record (Profiler) support issues. Discussions include identifying measures that the IT department can take to ensure that Profiler continues to meet the needs of the Agency. Additionally, we have also begun preliminary discussions with potential EHR vendors related to the establishment of Agency requirements for the selection of the Agency’s next EHR.
- The Data Informatics team continues to provide ongoing maintenance and support for several mission critical IT systems, such as Profiler, Microsoft Great Plains, BI360, as well as other related supplemental IT systems.
- The Data Informatics team continues to provide Clinical form development and modifications as needed to support a wide variety of clinical program initiatives such as CCC+ and the DBHDS initiated WAMS Integration Project. Staff are currently collaborating with regional clinical and support staff in the identification of required data for implementation of several WAMS forms for the state. Currently staff are collaborating with the region CSBs in the development and deployment of an HPR-V service file consisting of CCS3 data elements for automated upload for submission to the state.
- The Data Informatics team routinely provides a wide variety of custom reports related to program and Agency performance monitoring and tracking as well as CCS3 reporting requirements.

- The Data Informatics team provides priority first responder support to the Agency's Physicians on Profiler and related technologies. We provide Profiler training for Physicians and clinical staff, including on-site support for Dr. First & Banyan Transcription Services.
  - Provides new-hire training on the agency's EHR system, Profiler
  - On-going system maintenance, upgrades and program support
  - Clinical form development and modifications as needed
  - Report development for agency support.
  - Monthly CCS3 reports processed for submission to the state
- **Projects**
  - Members of the team have been participating in DBHDS directed projected involving the coordination and collaboration of IT staff from our region's CSBs in the development and deployment of WaMS, an automated data submission for DD services. Recently, a major project milestone was reached as the team successfully configured and tested the secure transfer of VIDES data to and from the DBHDS data repository.
  - The team is continuing data validation and error correction of data stored within the EHR in preparation for upgrading the system with new data requirements for FY19 CCS-3 State submissions.

## **QUALITY MANAGEMENT**

**Dr. Melanie Bond, Director**

The Division of Quality Management and Corporate Compliance (QM) is comprised of seven (7) staff who carry out the tenets of the agency's Strategic Plan in all aspects of their work. The QM Division's progress towards select aspects of the larger plan are outlined below:

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

***Strategic Initiative 1D:*** *Initiate a formal process for change management within the agency*

- Members of the Quality Management Division including the Quality Management Director and QAIM met with the ARTS Case Management Manager on September 5, 2018 to discuss the Pregnant and Postpartum Women's (PPW) Grant.
- The QAIM attended Virginia Healthcare Alert and Status System (VHASS) training in Chesapeake, Virginia on September 7, 2018. The QAIM accompanied the Developmental Services Director and Residential Services Manager to this training sponsored by Eastern Virginia Healthcare Coalition. VHASS is a secure, web-based emergency management system to coordinate and streamline individual and regional health care response to all hazards. The

QAIM and designated Developmental Services leaders will utilize VHASS in the event of an agency-wide or ICF-specific hazard.

- Members of the Quality Management Division, along with Executive Leadership and other division leaders, participated in Emergency Preparedness activities during the week of September 9<sup>th</sup> in preparation for the impending Hurricane Florence. Activities included emergency preparedness meetings on Tuesday, September 11<sup>th</sup> and Wednesday, September 12<sup>th</sup>. On September 11<sup>th</sup>, under the direction of the agency's Deputy Director, agency directors, managers and division designees reviewed the agency's All Hazards Preparedness and Recovery Plan. Each division provided a report of their preparations for the storm including client care, medication distribution, program operations and staffing plans. On September 12<sup>th</sup>, under the direction of the agency's Executive Director, leaders met again to finalize emergency preparedness planning including updates from each division. Executive leaders made the decision to close the agency on Friday, September 14<sup>th</sup>. Additionally, there was a discussion about the opening of mega shelter across the state and region that would require behavioral health support. On Thursday, September 13<sup>th</sup>, the Executive and Deputy Directors met with executive and division leaders, as well as interested staff, in regards to Emergency Shelter Behavioral Support Staff and Counselors for the designated mega shelter at Christopher Newport University (CNU).
- The QAIM participated in the Eastern Virginia Healthcare Coalition's Go To Meeting (Webinars) on September 10<sup>th</sup> and 11<sup>th</sup>. This webinar allowed regional health care providers to share their emergency preparedness plans and updates leading up to the impending Hurricane Florence as well as to request resources.
- From September 12-15, 2018, the QAIM, along with Developmental Services staff (Residential Services Manager) coordinated with VHASS, DBHDS Office of Licensure, regional and local emergency management personnel to provide status updates regarding agency operations, staffing and provisions for individuals served during Hurricane Florence, later, deemed Tropical Storm Florence weather events. Five (5) homes, including two (2) ICF facilities were evacuated to a regional hotel for safety during the weather event. Three (3) of the homes (waiver) were under Zone A mandatory evacuation protocol. On September 14<sup>th</sup>, the three (3) waiver homes returned to their facilities safely and without incident after the mandatory evacuation was lifted. Normal operations also resumed that day. The two (2) ICFs returned to their facilities on September 15<sup>th</sup> after mandatory inspections of electrical, water and building structure were conducted by the city inspector and agency Maintenance and Facilities staff. There was no storm related damage to the facilities and homes resumed normal operations that day.
- QM participated in the Board Quality Management Committee Meeting by providing the respective Board members with a quarterly quality assurance update and a quarterly compliance and human rights update.
- The QAIM and Compliance and Standards Manager met with the QM Director on September 25, 2018 to discuss changes to the supervision schedules. Beginning in the month of October, the QM Director will not only conduct individual meetings with QM Managers, but there will also be a group meeting with the Managers and Director - "Power Hour" once per month to

discuss division related updates, events and other developments. The latest Power Hour was held on Tuesday, September 10, and members reported on their various areas of expertise and provided updates on agency-wide events such as the upcoming Recovery Month events, new DMAS and DBHDS regulations, Medicaid initiatives, administrative developments and trainings including DLA 20 and program-specific training.

- The Compliance & Standards Manager participated in an employment appeal hearing with Human Resources Leadership.

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

- The QAIM met with nursing staff on September 18, 2018 to discuss and revise medical policies as they related to specific Office of Licensing requests for revisions.
- Members of the QM Division met with SEFP on September 20, 2018 to discuss clinical documentation concerns, program-specific workflows and proposed program initiatives. The QM Team provided feedback and regulatory guidance to program leadership.
- The QAIM participated in the agency's Management Team meeting on September 24, 2018.
- The QAIM met with the QM Director on September 26, 2016 to discuss state required CCS-3 data element revisions. Revisions included removing elements that no longer need to be captured or reported.
- The QAIM, QM Director, Compliance and Standards Manager and IT Systems Analyst met as the Forms Committee on September 27, 2018. The Committee discussed clinical forms that needed to be updated and/or developed in the electronic health record.
- Fifteen (15) licensed programs participated in the 4th Quarter Program Driven Record Reviews covering the periods from May 16, 2018 to August 15, 2018. After analyzing the data, the QAIM reported that the agency-wide percentage for documentation compliance was 94%. Notable strengths included good progress notes. Required activities scores were above 85%. Notable trends included missing or incomplete annual documentation, late quarterly reviews and missing signatures on required documents.
- During the month of September, the Utilization Review Specialist (URS) participated in the Hampton Roads Clinic (HRC) program-specific clinical documentation training in order to provide additional regulatory guidance as needed. The training was conducted by the agency's Clinical Documentation Specialist.
- The URS reviewed and compiled a list of 2018 DMAS and DBHDS changes to the regulations which were distributed to the QM Team.
- The URS completed the Regional Crisis Stabilization Unit (RCSU) and Emergency Services (ES) monthly record review.

- On September 21, 2018, Qlarant conducted a medical record review of the Creative Options program. Overall the program had a successful review. Recommendations from the Quality Assurance Reviewer included contracting with services such as physical therapists and other services in the community for visually impaired individuals being served. Other recommendations included giving individuals being served more choices of activities throughout the day and providing information in the language that the individual understands.
- During the month of September, 70 incidents were reviewed in Pro-Filer. In addition, one Mortality Review Packet was submitted to the Office of Licensing this month.
- The next SEA LHRC is scheduled for October 16, 2018.
- QM facilitated the agency's quarterly Independent Review Committee (IRC), which is a required committee stipulated by the Human Rights regulations. The purpose of this committee is to review and to approve the overall clinical necessity and effectiveness of an individual's Behavioral Treatment Plan (BTP).
- During the month of September, two capacity evaluations were completed, all of which warranted a recommendation for an AR assignment.
- During the month of September, the agency submitted 2 reports to Magellan.

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

- The Utilization Review Specialist also completed the following trainings: American Heart Association online skills checkoff modules in preparation for classroom session of CPR/First Aid/AED certification.
- The Compliance & Standards Manager participated in the *QMHP Information Session* facilitated by Human Resources.

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

**Strategic Initiative 3B:** *Develop a culture at Hampton-Newport News Community Services Board, dedicated to positive outcomes for the individuals we serve, through the recognition of staff contributions to organizational success, as well as embracing our commitment to maintaining our reputation as a center of excellence, center of influence and employer of choice.*

- Peer Recovery Services lead the organization in acknowledging National Recovery Month with several activities. As part of the month long recognition, the agency welcomed Shannon Garrett, LPC from SAMHSA as our Game Day facilitator. Staff participated in Recoveryopoloy, a game of recovery which Mr. Garrett created. Several other activities were held as

part of recovery month to include a showing of the documentary, “Dying in Vein: The Opioid Generation” in the Imax Theater at the Virginia Air and Space Museum, where Peer Specialist, Ernest Jones, shared his story with the audience in attendance; A recovery walk held at the CSB Campus; and Recovery Spotlights of four (4) Peer Recovery Specialists throughout the month.

- Peer Recovery Services welcomes Paula Clarke. Ms. Clark is a Certified Peer Practitioner. Ms. Clark works in a Peer II position on the PACT Team.
- Peer Specialist Willie Russell and Ernest Jones spoke to Hampton University students on September 26<sup>th</sup> at the HU Recovery Month event.
- The Peer Recovery Coordinator attended the Virginia Association of Addiction Professionals (VAAP) meeting held on Richmond.
- The Peer Recovery Coordinator attended the Mental Health America of Virginia ‘Victory for Mental Health’ dinner on September 27<sup>th</sup>.
- The Peer Recovery Coordinator was asked by the Governor to serve on the Governor’s Advisory Commission on Opioids and Addiction. The first meeting was held on September 28<sup>th</sup> at the General Assembly.
- The Peer Staff attended a Region 5 Consumer Advisory Council training on September 26<sup>th</sup> held at the Chesapeake Central Library.



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

**Thursday, September 27, 2018, 5:00 p.m.  
CSB Campus Board Room, 2<sup>nd</sup> Floor**

- Present:** Mr. Morehouse, presiding; Mrs. Bethune-Hill, Mr. Bond, Mr. Bowman, Mr. Brown, Mrs. Owens, Sheriff Roberts, Ms. Russell, Mrs. Stewart, Mr. Supler, Mrs. Thomas, and Dr. Williams Hunt.
- Staff:** Mrs. Christian, Mrs. Cunningham, Mrs. Barnes, Dr. Bond, Ms. Cipriano, Mr. Crisp, Mr. Deisch, Mr. Dudley, Dr. Gill, Mrs. Hunt, Mrs. Hogge, Mrs. McCarthy, Ms. Newlon, Ms. Thompson, Ms. Whitaker, and Ms. Mercado.
- Guest(s):** None.

### **CALL TO ORDER**

Members of the Board of Directors for the Hampton-Newport News Community Services Board held their first Board of Directors Meeting of the new Fiscal Year on Thursday, September 27, 2018, where Mr. Thomas Morehouse III, Board Chair, called the meeting to order at 5:00 p.m. and welcomed Members of the Board, guests, and staff to the meeting.

### **REMARKS OF THE CHAIR**

Before getting started with the business portion of the meeting, Mr. Morehouse used the opportunity to personally welcome newly appointed Board Members to the Hampton-Newport News Community Services Board on behalf of Members of the Board of Directors. He also asked that all current Members take a moment to introduce themselves and state the locality they represent. At the conclusion of Board Member introductions, Mr. Morehouse welcomed everyone, and announced that as their new Board Chair, he looked forward to a very productive year working with everyone. He also thanked everyone for the beautiful fruit basket he received after his surgery over the summer months which he enjoyed. Members of the Board of Directors were also informed that both Dr. Arva Davidson and Mrs. Pixie Killebrew were unable to attend the meeting that evening.

## **INTRODUCTION OF GUESTS & SPECIAL ANNOUNCEMENTS**

While there were no new guests to announce, Mrs. Natale Christian, Executive Director, did use the opportunity to introduce Mr. Dominique Pender to Members of the Board of Directors. She advised Members that Mr. Pender was a recent Marketing graduate from Virginia State University and was currently doing an Internship for the CSB under Mrs. Sherry Hunt, Director, Communications and Business Development. Mr. Pender shared that his Internship at the CSB has been wonderful.

Also, Mrs. Christian introduced Mr. Anthony Crisp, Director of the Addiction and Recovery Treatment Services (ARTS) Program for the CSB. She communicated that Mr. Crisp and his staff were an integral part of the CSB passing its recent Commission on Accreditation of Rehabilitation Facilities (CARF) review with no recommendations. Mrs. Christian noted that this was an honor as only 3% of the agencies in the nation are able to reach this level in CARF Accreditations. Moreover, she thanked the staff of the Opioid Program, Human Resources, Quality Management, Financial Services, as well as the Office of the Executive Director, who all played some part in the accreditation survey. Staff involved in the CSB's Triennial Licensing Review over the summer were also congratulated for a licensing review which also went very well.

In light of the many noted accomplishments shared, on behalf of Members of the Hampton - Newport News Community Services Board, Mr. Morehouse acknowledged the excellent jobs done by staff since the last Board of Director Meeting in June 2018. He noted that his acknowledgement included staff of the Hampton Roads Clinic for receiving its Three-Year CARF Accreditation with no recommendations; all staff involved with coordinating Legislative Meetings with decision makers of the General Assembly over the summer months; and all activities taking place in the recognition of the month of September being "National Recovery Month". Most of all, Mr. Morehouse, provided a whole-hearted "Thank You", on behalf of Members of the Board of Directors, to staff for keeping the customers safe and well cared for during the recent forecast of Hurricane Florence earlier in the month. He asked that everyone remember that these are only a few accomplishments of staff which confirmed their commitment in keeping the Hampton-Newport News Community Services Board the *Premier Provider of Behavioral Health on the Peninsula*.

Furthermore, Hampton Vice Mayor James “Jimmy” Gray, Jr. was acknowledged for his service as a Former Member of the Board of Directors for the Hampton-Newport News Community Services Board. Mrs. Christian informed Members that Vice Mayor Gray was out of town and unable to be acknowledged at the meeting of the Board of Directors held on June 21, 2018, and she thanked the Vice Mayor for his service on the Board of Directors and now on the Hampton City Council. In response, Vice Mayor Gray thanked staff for his farewell gift as well as the positive reviews noted earlier in the meeting about the wonderful group of dedicated staff. To Members of the Board of Directors, Vice Mayor Gray expressed how important they were to the dedication and commitment of the organization, noting that he expects all Members to continue at such a high-level for a very long time to come as he, and other Members of the Hampton City Council, support those served. He assured that he would be leaving the Hampton – Newport News Community Services Board in good hands with the newly elected and current Members of the Board. In closing, Vice Mayor Gray thanked Members of the Board and staff as he remarked that he enjoyed working with everyone.

## **PUBLIC COMMENT**

No Public Comment was received from Members of the audience during the Board of Directors Meeting held on Thursday, September 27, 2018.

## **ACTION ITEM**

### **A-1.**

The only Action Item of the evening was a Motion made to accept the Minutes of the Board of Directors Meeting held on Thursday, June 21, 2018, as presented.

### **Action**

There being no corrections or comments, the Minutes of the Board of Directors Meeting held on Thursday, June 21, 2018, were accepted as presented.

## **BOARD STANDING COMMITTEE REPORTS**

### **Board Quality Management**

Dr. Elva Williams Hunt, Committee Chair, reported that Members of the Board Quality Management Committee held their first quarterly meeting of the new Fiscal Year 2019 on Wednesday, September 19, 2018, at 4:00 p.m. in the CSB Campus Board Room. She stated that Members of the Committee were provided with

updates on CSB Regulatory Compliance matters, Quality Improvement efforts, and other information relative to Human Rights, Serious Incidents, Investigations, and the Local Human Rights Committee. It was noted that a report of the meeting would be provided to Members of the Board shortly.

Dr. Hunt stated that in the area of Quality Improvement Efforts, Mrs. Alicia Gaston, Quality Assurance and Improvement Manager, provided Members of the Committee with an update on program audits pointing out that since the last meeting of the Board Quality Improvement Committee scheduled in May, the Hampton-Newport News Community Services Board had approximately 15 Comprehensive Program audits and Utilization Reviews in efforts to evaluate the comprehensiveness of its programs and ensure medical records adherence to the requirements of its regulatory bodies. She continued her report noting that Mrs. Gaston was proud to announce to the Committee that overall, program audits and other reviews went very well and that medical record reviews had increased to 91% accuracy in the 4th quarter. In the area of Emergency Preparedness, it was reported that staff were meeting with local area Emergency Management in efforts to determine how to make CSB Emergency Preparedness practices more robust, mentioning that the Agency just had a very good Emergency Preparedness practice test with the recent Hurricane Florence forecast.

During the Board meeting, it was continued by Dr. Hunt that Members of the Quality Management Committee were also updated in the areas of Human Rights, Serious Incidents, and Investigations by Mrs. Karen Matthews, Compliance and Standards Manager. She advised that Mrs. Matthews provided the Committee with the numbers of reported items since the Committee's last meeting, inserting that new regulations from the Dept. of Behavioral Health and Developmental Services (DBHDS) went into effect on September 1<sup>st</sup>. More specifically, it was reported that Mrs. Matthews advised that the new regulations required new tiers of reporting along with a Root Cause Analysis that had already been put in place by H-NNCB staff. Ms. Matthews continued that recent changes have required revisions to the CSB's current reporting system to incorporate these new regulations. Following additional discussion regarding the new regulations, their effect on documentation requirements, and the ability to affect how Case Managers do their job, it was pointed out that while the new department regulations were approved and went into effect on September 1<sup>st</sup>, the new regulations were not yet available for review at the time of the meeting, and training on the new regulations was expected to begin in October of this year.

In the area of Regulatory Compliance, Dr. Hunt stated that Dr. Melanie Bond, Quality Improvement Director, reported that the Hampton-Newport News Community Services Board had successfully completed its Triennial licensing review which included the review of 23 licensed programs. More specifically, she reported that Mrs. Gail Schreiner, of the Dept. of Behavioral Health and Developmental Services, reviewed the CSB for 12 consecutive weeks and that staff did a fantastic job although there was a lot of things going on at the time, one of which was the Commission on Accreditation of Rehabilitation Facilities (CARF) review. It was clarified that not only did the Hampton Roads Clinic Program successfully complete their CARF review, they also received no recommendations and that only 3% of agencies receive such an accreditation.

There being no additional information to share, Dr. Hunt advised Members of the Board of Directors that the next meeting of the Board Quality Management Committee had been scheduled for Wednesday, January 30, 2019, at 4:00 p.m. and is open to all Members of the Hampton-Newport News Community Services Board of Directors.

#### **Comment**

Following the Board Quality Committee Report, Mr. Chris Bowman commented that he has gone through numerous CARF and other regulatory surveys in his time, and the results of the recent Survey were superb. He remarked that as a superb accomplishment, he wanted to personally recognize staff because it is not easy to achieve such an accomplishment and that nothing is to be taken for granted. **Thank you!**

#### **Budget, Finance & Audit**

Mr. Timothy Supler, Committee Chair, provided Members of the Board of Directors with his Report noting that Members of the Budget, Finance and Audit Committee met earlier in the week on Monday, September 24, 2018, at 4:30 p.m., to be welcomed into FY19 by Ms. Denise Newlon, Chief Financial Officer, and her staff. He stated that among other items, Ms. Newlon provided Members of the Committee with an update on the FY18 External Audit as well as the Financial Statements and Operating Results through July 31, 2018, for the Hampton-Newport News Community Services Board and its entities. Members were advised that a report of the meeting would be provided to Members of the Board shortly.

Moreover, Mr. Supler communicated that the Committee was directed that the CSB had been in the final stages of its annual External Audit for FY18 by Auditors, *Robinson, Farmer, Cox*. He also mentioned that during the Budget, Finance and Audit Committee meeting, Ms. Newlon advised that the Auditors were finalizing

the last portion of the audit process and that all feedback had been positive. It was also shared that Members were updated on Medicaid Expansion, the implementation of Same Day Access Services, and the fiscal impact on the Agency as staff worked to keep individuals safe during preparations for the potential Hurricane which involved a one day closure of the Agency. Mr. Supler remarked that Ms. Newlon also reported on CSB Cash Balances where she provided Members with a review of the current Operating Reserve balance along with Cash Balances and Projections, Earned Revenue, Aging Earned Revenue, and Unbilled Services. She pointed out that both Account Receivables and Cash On Hand were at a consistent level. Furthermore, in the area of Employee Health Insurance, Ms. Newlon was pleased to announce that employee premiums would not be increased this year since this would be a breakeven year for the CSB in healthcare costs.

Members of the Budget, Finance and Audit Committee and staff also reviewed Divisional Net Income for the Hampton-Newport News Community Services Board through July 31, 2018; along with Balance Sheets and Profit and Loss Statements for that same period for the H-NNCSB Property Company, Inc., Share-A-Homes of the Virginia Peninsula, and the Trust for Disabled Person which received no new participants for the time period.

In closing on his report, Mr. Supler announced that the next meeting of the Budget, Finance and Audit Committee had been scheduled for Monday, October 22, 2018, at 4:30 p.m. He encouraged Members of the Board to mark their calendars accordingly and join the Committee as they continue its fiscal review of the Hampton-Newport News Community Services Board.

### **Community Relations/ Governmental Affairs**

In the absence of Mrs. Beatrice Dahlen, Committee Chair, Mrs. Venerria Thomas reported that Members of the Community Relations / Governmental Affairs Committee held their meeting at 5:00 p.m. on Monday, September 24, 2018, to review Legislative activities, receive updates from the National Alliance on Mental Illness (NAMI) and the Substance Abuse and Recovery Alliance (SAARA), CSB Advocacy Groups, as well as review “Recovery Month” activities and other events, to name a few. She instructed that a report of the meeting would be provided shortly.

Mrs. Thomas shared that Mrs. Sherry Hunt, Communications and Business Development Director, started the meeting off with a reported very busy and active summer with activities which included a visit from Senator Tim Kaine to the Southeastern Family Project (SEFP) Program on August 21<sup>st</sup>. It was noted that Congressman Bobby Scott joined the Senator and overall the visit was an excellent opportunity for them to hear about CSB services as well as the concerns of SEFP residents which included housing. She pointed out that Members of the Board would be pleased to hear that as a result of the visit, Congressman Scott linked the CSB with the Mrs. Susan Dewey, of the Virginia Housing Development Authority, who is now working with Ms. Joy Cipriano, CSB Director of the Office of Property and Resource Development.

Furthermore, and in keeping with the Committee's *Political Engagement Calendar*, it was pointed out that Mrs. Hunt had also scheduled several One-on-One Legislative Meetings over the summer months. These meetings enabled Members of the Committee to discuss CSB matters and updates with Senator Monty Mason, Delegate Jeion Ward, and Delegate Gordon Helsel, Jr. Following additional discussion regarding the calendar, and in response to a question about whether the Committee would be meeting with remaining Members of Legislature, Mrs. Sherry Hunt, Director, Communications and Business Development, replied that a plan had been in place to meet with several other Legislators who had to reschedule. However, since there is a plan to hold the Annual Legislative Breakfast, it was decided best to wait and update remaining Elected Officials at the event. To that end, Mrs. Thomas announced that staff were making preparations for the Committee's annual Legislative Breakfast, and Members of the Board were asked to be mindful of the event which should take place sometime in late November, following the Thanksgiving Holiday. It was also expressed that a confirmed date for the event would be provided to Members shortly.

Mrs. Thomas continued her report noting that Members of the Board were also provided with the status of the Virginia Medicaid Expansion and the development of a CSB Medicaid Expansion Implementation Team, headed by Dr. Daphne Cunningham, Deputy Director. She directed that promotional information for Medicaid Expansion was available for Members of the Board to share with those who may now be eligible for Medicaid under the expansion. During the Committee Meeting, Mrs. Christian advised that she was also working with Mrs. Gaylene Kanoyton to host an Enrollfest for the Affordable Care Act and Medicaid Expansion at the Hampton-Newport News Community Services Board sometime in November and that additional details on the Enrollfest would follow shortly.

Members of the Board of Directors were advised by Mrs. Thomas that the Community Relations / Governmental Affairs Committee meeting continued their meeting with a brief discussion regarding Department of Behavioral Health and Developmental Services initiatives, STEP Virginia, and more specifically, Same Day Access. Members were updated by regarding a recent conference attended by Mrs. Thomas which included a presentation by the Secretary of Health and Human Resources, Dr. Daniel Cary, and staff of the Deeds Commission. A copy of the referenced presentation was provided to Members of the Board. Moreover, Mrs. Christian also advised that she had been in communication with the Secretary about visiting our CSB, and staff are working on a date that is convenient for him.

In the area of Local Initiatives, staff advised Members of the Community Relations /Governmental Affairs Committee that the FY19 Performance Contract and request for a Line of Credit increase had been submitted to both cities. It was added that staff provided the Newport News City Council with a budget presentation earlier in the month at its City Council Work Session and that both the Performance Contract and the Line of Credit increase had been approved in that City. Furthermore, in the City of Hampton, while Members of City Council had approved the Performance Contract on their Consent Agenda, it had been requested that CSB staff attend the City Council Meeting scheduled on October 10<sup>th</sup>, to provide an update on the need for the line of credit increase.as required by the Department of Behavioral Health and Developmental Services (DBHDS). Furthermore, as the meeting progressed an update was provided on the National Alliance on Mental Illness (NAMI) as well as on the Substance Abuse and Recovery Alliance (SAARA) and the fine work that both organizations are doing on behalf of the individuals served at the Community Services Board.

In closing, and on behalf of Members of the Community Relations / Governmental Affairs Committee, Mrs. Thomas encouraged Members of the Board of Directors feel free to join in on the next Committee Meeting scheduled for Monday, October 22, 2018, at its new meting time of 5:00 p.m.

## **CONSIDERATION ITEMS**

Mr. Morehouse advised that in their September Board Package, Members of the Board of Directors were asked to consider attending a few upcoming events. One event being the [Employee Appreciation Event](#) which was rescheduled, due to the hurricane forecast, to [Thursday, October 11<sup>th</sup>](#), from 11 AM to 3 PM. He informed that another event rescheduled due to the weather was the [Open House](#) at the [Southeastern Family Project \(SEFP\)](#). It was pointed out that that the Open House was rescheduled for [Wednesday, October 10<sup>th</sup>](#), from 1:30 to 3:30 PM. Moreover,

Members were also asked to “*Save the Date*” of **Wednesday, November 7<sup>th</sup>**, for the **29<sup>th</sup> Annual Thanksgiving Luncheon**, which is scheduled to be held at the Hampton Roads Convention Center. Mr. Morehouse instructed that the Honorable Ralph S. Northam is scheduled to provide the keynote address. He also asked that Members who had not already done so, provide Ms. Mercado with their availability to attend any of the events as soon as possible. Also, additional information regarding these and other events can be found in your Red Folders.

## **INFORMATION ITEMS**

It was announced by Mr. Morehouse that Members of the Board had received Information Items on Pages 4 and 5 of their Board Package for review. He then asked Mrs. Christian to provide Members of the Board with any additional information or comments regarding Information Items provided or other items that may be of Board interest. Mrs. Christian advised that Members of the Board are to receive a brief presentation shortly from Mrs. Denise Newlon, Chief Financial Officer, titled “Accounting101” which the Board Chair asked be provided to Members for an overview of the financial procedures used.

### **Legislative Activities**

Mrs. Christian elaborated that staff of the CSB had a very productive summer and met with Legislators and some Local Officials as they continue work on increasing the visibility of the CSB. She noted that several very productive meetings were held with Vice Mayor Tina Vick, and Councilman David Jenkins, of the City of Newport News, and that Councilman Jenkins spent a few hours touring the CSB. She also mentioned speaking with Congressman Robert “Bobby” Scott, and that the staff are in contact regularly with Assistant City Manager Alan Archer as a part of several committees that staff serve.

### **Newport News Drug Treatment Court**

Mrs. Christian remarked to Members of the Board that six individuals graduated from the recent Newport News Adult Drug Treatment Court graduation held on Friday, September 21, 2018, at 2 p.m., and that the Hampton Drug Treatment Court graduation will have a graduation sometime in November.

### **Community Events**

Lastly, Mrs. Christian advised Members of the many events that were completed over the summer months. Mrs. Hunt provided Members with a listing of these events along with other upcoming Community Engagement Activities. To that end, Mr. Morehouse inserted that Members of the Board would also find a letter to the H-NNCSB 29th Annual Thanksgiving Luncheon scheduled for Wednesday, November 7, 2018, at 11:30 a.m. in their red folders.

### **Accounting 101 Presentation**

Ms. Denise Newlon, Chief Financial Officer, provided Members of the Board of Directors with her “Accounting 101” presentation. In her presentation, she provided with the What and Why of accounting, a few basic terms used by the H-NNCSB, the balance sheet and what it represents, and financial statement income statement basics which included draft information for review. Ms. Newlon also reviewed a Cash Flow Projection chart with Members where she provided a breakdown of how the chart is set up and compared to actual funds. She closed out her presentation providing Members with a brief review of the financial audits that take place at the CSB noting compliance information and opinions issued by auditors, to name a few.

Following additional discussion held with Members of the Board regarding assets, liabilities, depreciation, accounts receivables, and Line of Credit, etc., Mr. Morehouse noted that he wanted to have the presentation provided to Members of the Board of Directors for their own knowledge due to the fiduciary responsibility of Members of the Board.

### **PROGRAM HIGHLIGHTS**

During the Program Highlight segment of the meeting, Mrs. Kimberly Thompson, Human Resources Director, encouraged Members of the Board to attend the upcoming Employee Appreciation Event scheduled for Thursday, October 11th, from 11 a.m. to 3 p.m. Mrs. Lisa Hogge, Director, Youth & Family Services, added that earlier in September, staff met with the new Superintendent of Newport News, Mr. George Parker, and provided him with an extensive overview of the Youth and Family, Adult Services, Therapeutic Day Treatment and Prevention services. Mrs. Christian added that the Superintendent seemed quite excited and was rather interested in digging into the details about the H-NNCSB and staff were able to provide him with what he needed. It was shared that Mr. Parker was also very interested to partner with the Agency, and that the Agency is very glad to have him with us.

With September being Recovery Month, Min. Steven Brown thanked Ms. Alethea Lambert, Peer Support Coordinator, and Mrs. Sherry Hunt, Director, Communications and Business Development, for the viewing of the film, “Dying in Vein” which was outstanding. He also thanked staff for the powerful testimonies shared at the viewing of the film and suggested that Members of the Board ask their

City Councils for more supports for the opioid epidemic. He noted that the film event was great and well organized. For those Members of the Board who were unable to attend the filming, Mrs. Christian advised of another similar potential opportunity coming up in the fall at the Downing Gross Center of which she will keep Members abreast.

Moreover, and with regard to Ms. Lambert, Dr. Bond shared that Ms. Lambert will be participating on the Leadership Team with Governor Northam where she will be participating in a workgroup to address the issues of individuals in the opioid crisis. Additionally, Mr. Bowman expressed that Mrs. Sherry Glasgow was outstanding in her organization of the Newport News Adult Drug Treatment Court Graduation ceremony, as he asked about an article he read wherein the state would be providing \$50M to the Children's Hospital of the Kings Daughters inpatient behavioral health services and the impact this would have on the H-NNCSB. Mrs. Christian assured that while this may impact our staffing, it is very positive that there will be a facility where inpatient beds can be secured for children in need of inpatient care. Mr. Ryan Dudley, Director, Crisis Services, clarified that there is currently only one state hospital for children and that one local behavioral health facility has closed temporarily.

## **CLOSING REMARKS**

There being no additional business Mr. Morehouse asked that Members of the Board of Directors take time to review their FY19 Monthly Planners for upcoming Standing Board Committee meetings and CSB Events. He also reminded them of the information provided for them in their red folders and asked that they confirm their attendance with Ms. Mercado to any of the events discussed during the meeting.

**ADJOURNMENT** Members of the Hampton-Newport News Community Services Board adjourned the meeting at 5:58 p.m.

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Mr. Thomas F. Morehouse, III  
 Chair

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Mrs. Beatrice Dahlen  
 Secretary

# FY19 Monthly Planner

## October 2018

01	3:00	PM	Anthem Health Insurance Meeting
01	3:30	PM	Newport News Implementation Team Meeting
02	11:30	AM	Executive Leadership Team
02	1:00	PM	Steering Committee Meeting
03	2:30	PM	Anthem Managed Care Organization
04 ~ 05			CIVIC Leadership Institute
09	11:30	AM	Executive Leadership Team
09	2:00	PM	Sentara Health Systems
10	9:00	AM	Medicaid Expansion Partnership Meeting
10	1:00	PM	Hampton City Council Work Session
<b>10</b>	<b>1:30</b>	<b>PM</b>	<b>Southeastern Family Project Open House</b>
<b>11</b>	<b>11:00</b>	<b>AM</b>	<b>Employee Appreciation Event</b>
15	3:30	PM	Newport News Implementation Team Meeting
16	11:30	AM	Executive Leadership Team
<b>16</b>	<b>3:00</b>	<b>PM</b>	<b>Local Human Rights Committee</b>
17	3:00	PM	Hampton Sherriff Office ~ Promotion, Years of Service & Retirement Ceremony
18	10:00	AM	Drug Court State Advisory Committee
18	6:00	PM	13th Annual Volunteer Appreciation Dinner ~ Newport News Sheriff Office
19	11:30	AM	Executive Director Training
22	9:00	AM	H-NNCSB Management Team
<b>22</b>	<b>4:30</b>	<b>PM</b>	<b>Budget, Finance and Audit Committee</b>
<b>22</b>	<b>5:00</b>	<b>PM</b>	<b>Community Relations / Governmental Affairs</b>
23	12:00	PM	City of Newport News ~ Day Service Center
25	2:00	PM	Hampton CMPT
<b>25</b>	<b>5:00</b>	<b>PM</b>	<b>CSB Board of Directors</b>
26	8:00	AM	Hampton Community Leaders Breakfast
30	12:00	PM	State of the City – Newport News

## FY19 Monthly Planner

### November 2018

01	<i>All Day</i>	CIVIC Leadership Institute Meeting
01	12:00 PM	H-NNCSB Physicians Meeting
02	10:00 AM	Veterans Docket State Advisory Committee
02	9:30 AM	VACSB Leadership Team Conference Call
05	9:00 AM	HPR-V Executive Directors Regional Leadership Team
05	3:30 PM	Newport News CHOICE Implementation Team Meeting
06	11:30 AM	Executive Leadership Team
<b>07</b>	<b>11:30 AM</b>	<b>29<sup>th</sup> Annual Thanksgiving Luncheon</b>
08	2:00 PM	NN Behavioral Health Docket
<b>12</b>		<b>CSB Holiday Observed ~ Veterans Day</b>
12	1:30 PM	Newport News CMPT
13	12:00 PM	State of the City – Newport News
<b>13</b>	<b>4:30 PM</b>	<b>Budget, Finance and Audit Committee</b>
<b>13</b>	<b>5:00 PM</b>	<b>Community Relations / Governmental Affairs</b>
15	11:30 AM	Civics Emergency Management Meeting
15	1:00 PM	Hampton CMPT Retreat
<b>15</b>	<b>5:00 PM</b>	<b>CSB Board of Directors</b>
19	3:30 PM	Newport News CHOICE Implementation Team Meeting
20	11:30 AM	Executive Leadership Team
<b>22 ~ 23</b>		<b>CSB Holiday Observed ~ Thanksgiving Day</b>
26	9:00 AM	H-NNCSB Management Team