



MEETING OF THE BOARD OF DIRECTORS

Thursday, November 15, 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 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: November 8, 2018
TO: Members of the Board of Directors
FROM: Natale Christian, Executive Director
SUBJECT: **Meeting of the Board of Directors – November 15, 2018, at 5:00 p.m.**
CSB Campus Board Room, 300 Medical Drive, Hampton, VA

Greetings Members of the Board:

I would like to take this opportunity to first “Thank” Members of the Board who were able to attend our 29th Annual Thanksgiving Luncheon...It was a wonderful event.

As we prepare for the November Board of Directors Meeting, please be reminded that the next two meetings occur earlier in the month due to the upcoming Holiday Season. Attached please find the Agenda and Package for the **Board of Directors Meeting** scheduled on **Thursday, November 15, 2018, at 5:00 p.m.**

For your information, Standing Board Committee meetings scheduled during the month of November include a meeting of Members of the **Budget, Finance, and Audit Committee** scheduled on **Tuesday, November 13th**, at the earlier time of **4:00 p.m.**, to review our Independent Audit Report. This meeting will be immediately followed 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, November 15, 2018, 5:00 p.m.
CSB Campus Board Room

A G E N D A

1. **Call to Order**
2. **Remarks of the Chair**
 - Introduction of Guests
 - Other Remarks
3. **Public Comment Period**
4. **Action Items**
 - **A-1** Minutes of the Board of Directors Meeting of October 25, 2018
 - **A-2** Recommendation of the Budget, Finance and Audit Committee ~
FY2018 Consolidated Financial Audit Report
5. **Standing Board Committee Reports**
 - Budget, Finance and Audit Committee
 - Community Relations / Governmental Affairs Committee
6. **Consideration Items**
 - **C-1** **2018 Annual Legislative Breakfast**
 - **C-2** **Hampton Adult Drug Treatment Court Graduation Ceremony**
7. **Information Items**
 - **I-1** STEP Virginia
 - **I-2** Medicaid Expansion
8. **Program Highlights**
9. **Adjournment**

ACTION ITEMS

November 15, 2018

A-1. Minutes of the Board of Directors Meeting of October 25, 2018

Issue: Board approval of the Minutes of the Board of Directors Meeting held on Thursday, October 25, 2018.

Background: Minutes of the Meeting of Members of the Hampton-Newport News Community Services Board held on October 25, 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 October 25, 2018.

Enclosure: Minutes of the Board of Directors Meeting held on October 25, 2018.

A-2. Budget, Finance and Audit Committee Recommendation ~ FY18 Consolidated Financial Audit Report

Issue: FY18 Consolidated Financial Audit Report.

Background: For several years, the Hampton-Newport News Community Services Board has contracted with the accounting firm of Robinson, Farmer, Cox Associates to conduct a consolidated financial audit of the Hampton-Newport News Community Services Board (H-NNCSB) and its entities, namely, the H-NNCSB Property Company, Inc., Share-A-Homes of the Virginia Peninsula, and Peninsula Community Homes, Inc. Each year these financial audits are required to be submitted to the Department of Behavioral Health and Developmental Services (DBHDS) by November 30th, as prescribed by our Performance Contract.

Representatives of Robinson, Farmer, Cox Associates are scheduled to meet with Members of the **Budget, Finance and Audit Committee** at its meeting scheduled for **Tuesday, November 13th, at 4:00 p.m.**, to review the FY18 Consolidated Financial Audit Report. Please note that this meeting is open to all Members of the H-NNCSB Board of Directors, and your attendance is encouraged.

ACTION: Recommendation of Members of the Budget, Finance and Audit Committee that the Board of Directors accept the FY18 Consolidated Financial Audit Report.

CONSIDERATION ITEMS

C-1. 2018 Annual Legislative Breakfast

Issue: 2018 Annual Legislative Breakfast.

Background: As mentioned to Members last month, each year Members of the Community Relations / Governmental Services Committee for the Hampton-Newport News Community Services Board hosts a Legislative Breakfast to educate Elected Officials on issues impacting behavioral healthcare in the Commonwealth, and in particular, at the Hampton-Newport News Community Services Board. This year the Breakfast has been scheduled to be held on **Thursday, November 29, 2018, at 8:30 a.m.**

At the Legislative Breakfast, Mrs. Jennifer Faison, Executive Director of the Virginia Association of Community Services Board (VACSB), and Mrs. Mira Signer, Chief Deputy Commissioner of the Department of Behavioral Health and Developmental Services (DBHDS) will be available to provide updates from their respective agencies. Please note that invitations for this event will be provided to Members shortly.

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

C-2. 14th Annual Hampton Adult Drug Treatment Court Graduation Ceremony

Issue: Hampton Adult Drug Treatment Court Graduation Ceremony ~ “*SAVE THE DATE*”

Background: Since 2003, the Hampton-Newport News Community Services Board has administered the Hampton Drug Treatment Court intensive substance abuse treatment program for non-violent felony offenders. This is a program that offers an alternative to incarceration, provides holistic drug treatment services, and develops productive citizens in the communities we serve.

Members of the Board of Directors for the Hampton-Newport News CSB are being asked to “***SAVE THE DATE***” of Wednesday, **December 19, 2018, at 1:00 p.m.** to attend this very important event.

Red Folder Item: Formal invitations to the 14th Annual Hampton Adult Drug Treatment Court Graduation Ceremony.

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. A manager has been designated to coordinate this service and recruitment is underway to hire additional staff.

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 is reaching out to the individuals we serve, who are uninsured, to schedule a time they can come in and apply for Medicaid. Letters have been mailed to these individuals advising them of the agency's Medicaid Expansion line, which they can call to request an appointment with our Financial Services staff who will assist them with the enrollment process. In addition to the help of our Financial Services staff, we are partnering with the Department of Human Services for both Hampton and Newport News. These agencies are devoting some of their staff's time to this effort. We are also looking to host an on-site Enrollment Fest in the coming weeks. We are utilizing our social media outlets and public partnerships to increase awareness of the implementation of Medicaid Expansion and continuing to look for ways to get the word out to everyone in the Hampton and Newport News areas.

PROGRAM HIGHLIGHTS

CLINICAL

YOUTH AND FAMILY SERVICES

Lisa S. Hogge, Director

1. 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.

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.

- Julia Canestrari, Manager of the Children's Behavioral Health Urgent Care Center completed a certification program entitled *Yoga and Meditation*. Evidence-based research on the brain supports the use of yoga and mindfulness in the treatment of anxiety, depression, and trauma. The training was conducted by Mary Nurriesterns, LCSW of the PESI Healthcare organization. Julia will provide training on this material to agency staff within the next quarter.
- The Youth and Family Case Management teams recognized Case Managers for their dedication, compassion, and professionalism, during National Case Management Week, October 7-13, 2018. The American Case Management Association identified this year's theme as, Case Management: Improving Outcomes. Improving Care.
- Natasha Mobley, Crisis Clinician, attended the Daily Living Assessment 20 Youth training held at Western Tidewater Community Services Board on September 27, 2018. (SO#1)
- Natasha Mobley and Beverly Smith, Program Manager, collaborated with the Therapeutic Day Treatment program and provided a presentation to TDT program leadership on October 9, 2018. These programs strive to collaborate with local school systems and address the crisis needs of children.
- Richard Wilson, COS Administrator participated in a visit to RBHA for training on their Same Day Access/Rapid Access model in preparation for implementation at the agency on January 1, 2019.

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.

- Lisa Hogge and Nicole Jackson, TDT Administrator continue to support the needs of the entire Hampton City School Division through participation in Executive Stakeholder meetings facilitated by Dr. Jeffry Smith, Superintendent, as well as BASE and HERE! meetings which are led by Judge Jay Dugger, Chief Judge.
- Nicole Jackson continues to serve on the Advisory Board for the Academy of Health Human and Financial Services at Hampton High School, offering behavioral health expertise.
- As a dedicated partner of the Newport News Public School System, Nicole Jackson continues to serve on the Mental Health Wellness Advisory Team.
- On September 24, 2018, Nicole Jackson and Erin Holland, Clinical Intervention Specialist, provided a Suicide Prevention and Crisis Response training to Newport News Public Schools Professional Counselors.
- Arsenia McCargo, Supervisor, continues to represent the HNNCSB and Newport News Healthy Families program in the Vision 21 trauma screening pilot project. This project is led by the Virginia Department of Criminal Justice and Smart Beginnings of the Virginia Peninsula. As a stakeholder agency, the HNNCSB will receive referrals as treatment needs are identified during use of the screening tool.

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

- Natale Christian, Lisa Hogge, Nicole Jackson, and Nikki Bacillio High, Prevention Services Manager met with Dr. George Parker, III, NN Public Schools Superintendent, for an introductory meeting and provided a comprehensive overview of the H-NNCSB Youth and Family Services continuum.
- The Intensive Care Coordination (ICC) program collaborated with the Newport News Children's Services Act office during an audit performed by the Office of Children's Services for the period of October 2- 4, 2018. The ICC program provided support and assistance to prepare for the review.
- The Child and Adolescent Mental Health Case Management, Intensive Care Coordination, and Children's Mobile Crisis Intervention teams worked diligently in recent weeks, to assist children and families with comprehensive discharge planning activities for youth admitted to the Commonwealth Center for Children and Adolescents (CCCA). Numerous children of varying ages and needs, experienced crisis, which at times resulted in admission to CCCA. The teams have

collaborated with the family, CCCA, local Family Assessment and Planning Teams, schools, courts, and involved providers to achieve stability for these children and when possible, prevent future hospitalization.

- Beverly Smith, Manager, attended an overview of the LAUNCH program at the Center for Child and Family Services on September 27, 2018. The LAUNCH program assists youth, who are transitioning out of foster care, residential treatment, or incarceration, to develop independent living skills. There is no cost to eligible youth who reside in Hampton.
- Dr. Nadia Boyd, Juvenile Forensic Administrator attended the JDAI collaboration meeting in Newport News along with Ms. Janet Roach of Juvenile Services and DJJ representatives where there was a presentation about program changes in the Virginia Juvenile Community Control Act (VJCCCA) and Central Admission and Placement (CAP) programs.
- As the premier provider of Therapeutic Mentor Services, the program offered the following activities over the past two months:
 - In early September, a large number of the youth in the program participated in a Back to School Group activity which focused on goal-setting and problem-solving in which the staff guided activities focused on goal attainment.
 - During the month of October in recognition of National Bullying Prevention Month, staff and youth engaged in multiple bullying awareness activities to include signing the “Kids Against Bullying Pledge”.
 - In honor of “World Start Restart a Heart Day,” which is a global initiative to raise awareness and education of Hands Only CPR in our community, the program provided Hands Only CPR training to numerous program youth.
 - Many program participants ages 14 and up continue to be engaged in the Casey Life Skills Assessment, an evidence-based tool. This youth-centered tool assesses life skills youth need for their well-being, confidence and safety as they navigate high school, post-secondary education, employment and other life milestones.

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.

- In light of the nationwide opioid epidemic, the HNNCSB has partnered with Hampton City Schools (HCS) to host an “Opioid Awareness Night” on November 27, 2018 for HCS families. Dr. Nadia Boyd and Nicole Jackson, along with representatives from the ARTS Division and Peer Support Services will provide education and resources for families in attendance. Both Dr. Boyd and Mrs. Jackson are featured in the video documentary which will be aired during the event. The video will added to the 10th grade physical education curriculum of HCS and will be available for viewing through a link on their website.
- Tambyra Klemer, Manager of the Southeastern Family Project (SEFP) and Dr. Nadia Boyd, will partner to offer a comprehensive training on child and adult *Addiction, Recovery and Treatment Services* for the Hampton Best Practices Court Stakeholder group on October 26, 2018. The team is chaired by the Honorable Jay Dugger, Chief Judge and Lisa Hogge assisted in planning the event. The training day will offer continuing education to judges, Guardians Ad Litem, Social Workers, Court Services staff, members of the Family Assessment and Planning Team, and representatives of the CSB Youth and Family Services Team.
- Lisa Hogge, Glenn Savage, Erica Booth and Beverly Smith provided an overview of Youth and Family Services to MaRhonda Echols and staff of the Seeing Opportunities Within (SOW) Program of the City of Newport News. The SOW program is an integral part of Building Better Futures initiative which provides intensive services to high risk and gang affiliated youth.
- Dr. Nadia Boyd, offered education and training to the Norfolk Drug Court team and Court Services Unit representatives to assist them with the development of a Juvenile Drug Court.
- Nicole Jackson recently accepted an invitation from Saint Leo University to join its Advisory Team for the Human Services Department and attended this academic year’s initial meeting on October 16, 2018.
- Nicole Jackson offered a presentation on Mental Health Policies and Practices to the undergraduate Social Work senior class of Christopher Newport University (CNU). Currently, there are CNU interns serving in both the TDT program as well as in Juvenile Justice Services.

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

- Lisa Hogge continues to chair the VACSB Child and Family Services Council which met at the October VACSB Conference in Roanoke. As such, the council continues to focus on recent DMAS regulation changes affecting Therapeutic Day Treatment. The Council is also devoting time to collaboration around the statewide implementation of Same Day Access. Recently appointed DBHDS Child and Family Services Director, Ms. Nina Marino met with the council and acknowledged the vital role of CSB's within the Commonwealth.
- Nicole Jackson maintains her role as the Chair of the TDT Coalition. The regularly scheduled October meeting was canceled due to weather and has been rescheduled for November 9, 2018. The coalition will continue to focus on the current and upcoming challenges with a statewide redesign of services.

CRISIS SERVICES

Ryan R. Dudley, Director

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

- Crisis Services Division continues to ensure timely and critical response to behavioral health crises, including assessment and intervention services.
 - **Emergency Services (ES)** – We have continued to experience high volumes of request to conduct assessments as well as calls for triage (non-mandated activity) due to difficulty accessing other services (public and private) and with limited local psychiatric bed capacity.
 - In September 342 crisis assessments were conducted. And in October (*thru October 25th*), 257.
 - ES participated in 143 Commitment Hearings in September and 113 in October (*thru 25th*).
 - **Emergency Services -** Crisis assessments have primarily been requested by one of seven local Emergency Rooms (ER), Police and Riverside Behavioral Health Center (RBHC).
 - In addition to mandated prescreening evaluations, ES provides contracted mental health assessments at Sentara Careplex (SCH), Sentara Port Warrick Emergency Room (SPWER), Mary

Immaculate Hospital (MIH) and crisis stabilization unit (CSU) assessments.

- In October, HNNCSB provided MIH a 90-day notice to end contractual assessments to best utilize our limited resources.
- **Lack of Accepting Psychiatric Bed Capacity** – Inability to access psychiatric beds timely is the most critical problem currently encountered, also impacting the census at Eastern State Hospital (ESH) and Commonwealth Center for Children and Adolescents (CCCA), which have both been operating at or near their capacities for months.
 - Denials for admission to local psych hospitals are often unrelated to licensed bed capacity but rather staffing, psychiatry and acuity (medical or psychiatric).
 - Amount of time for case disposition following ES assessment has lengthened as a result of exhaustive bed searches, often spanning across shifts.
 - ER wait times, duration of ECOs requiring law enforcement presence and travel times for law enforcement executing TDOs outside our locale has extended.
 - State hospital admissions, serving as the “bed of last resort” have been required for individuals otherwise appropriate for local hospitals.
 - Although regional SNBs have increased, HNNCSB has been overrepresented due to difficulties accessing psychiatric beds at Riverside Behavioral Health Center (RBHC).
- **Children & Adolescents** – access to voluntary and involuntary psychiatric beds for children and adolescents continues to be challenging statewide impacting the census at Commonwealth Center for Children and Adolescents (CCCA), the only statewide facility for children. CCCA has consistently operated at or near their 48-bed capacity, reportedly increasing admissions by approximately 51% from FY2017 to FY2018.
 - Few beds exist serving younger children or for children/adolescents presenting with complex needs.
 - RBHC (suspended) their C&A Acute Unit in late June for renovations and has yet to open reportedly due to staffing and Maryview Hospital suspended admissions to their C&A Acute Unit for approximately 3-weeks in September due to staffing.

- ES provides daily log of children and adolescents screened to the YFS Division to assist with contact and engagement with C&A Mobile Crisis, CBHUCC, case management, and psychiatric services as appropriate.
- **Emergency Services' Utilization of Safety Net Beds (SNB)** is closely monitored internally with close coordination with Discharge Planners in the Adult Care Coordination (ACC) Division. In addition, ES works collaboratively with other HPR5 CSBs, ESH and DBHDS personnel.
 - Reliance on the State Hospital as the "*bed of last resort*" due to lack of accepting local psychiatric beds has had a significant impact on the census at ESH, operating regularly at or just below their capacity of 307 beds.
 - Due to ESH's bed capacity, several diversions have occurred to other state facilities across the state further affecting already complicated discharge planning.
 - SNB for HNNCSB in recent months have included:

<u>HNNCSB SNB</u>	<u>Adults</u>	<u>C&A</u>
June	16	1
July	11	4
August	21	2
September	17	4
October (thru 10.25)	9	4

- H-NNCSB has experienced greater impact than other regional CSBs due to the decrease of available inpatient beds at RBHC, which our locale has historically depended on the partnership.
- Increase in SNBs has had a significant impact on resource time for agency Discharge Planners who continue to rapidly secure "*step-down*" admissions from ESH to private hospitals or as appropriate directly back into the community. This includes work with insured individuals who would not have required involvement if a local psych bed had been available for admission.
- **HPR5 Hospital Forums** - Regional efforts to address the census at ESH includes Hospital Forums intended to facilitate discussion between ESH, CSB Executive Directors, HPR5 Project Office and local psych hospital CEO/Administrators.
 - On October 16th, the most recent Forum was held to discuss high numbers of SNB and barriers to placement at local facilities or as step-down from ESH.

- Only 2 local hospitals, Virginia Beach Psychiatric Center and Maryview attended. Little discussion occurred regarding local hospitals' capacity to accept admissions to divert SNB but rather revolved on the hospitals requesting increase access to CSU.
- During the April & July Forums, hospital partners indicated that they are often unable to increase admissions due to level of psychiatric & medical acuity or staffing (psychiatry, nursing and support).
- **Emergency Services'** continues to experience staffing difficulties for 24/7 due to vacancies, FMLA and with the increase in triage calls and assessments and lengthen time before case disposition.
 - HPR5 ES Council has been reviewing critical staff shortages for experienced Prescreeners and at a recent review, found that 7 of the 9 HPR5 CSBs were hiring full-time ES Counselors reporting critical staffing needs.
 - In October, a part-time ES Counselor transitioned to full-time status from TDT. In addition, we were able to offer part-time/PRN positions to two licensed clinicians, both experienced Certified Prescreeners to assist in some coverage. The status of the latter offer is presently unknown.
- **The Regional Crisis Stabilization Center (RCSC)** continues to monitor utilization and access to residential crisis stabilization services.
 - There has been a decrease in utilization in recent months attributable to several variables including the impact on ES completing CSU assessments due to high volumes of mandated assessments and staffing. Each of the 3 regional CSUs have experienced similar difficulty.
 - Recent discussion has occurred regards to efforts to increase utilization of CSUs, including revisiting protocols that require a Prescreening Evaluation requirement for step-downs from local (non-project) hospitalization and the ER. Further discussion will be required from leadership from the 3 boards operating to discuss pros and cons, including unintended results.

- RCSC served 41 individuals in September and 32 in October (thru 25th) with their CSB of referral reflected below:

<u>CSB</u>	<u>September</u>	<u>October Thru 25th</u>
Chesapeake	2	2
Colonial	0	2
Eastern Shore	1	1
Hpt-NN	21	14
MPNN	0	0
Norfolk	3	5
Portsmouth	8	4
Va. Beach	5	5
Western Tidewater	1	2
TOTAL	41	35

- On November 8th, all three HPR5 CSUs will collectively present to ESH Social Workers and Psychiatrists in an effort to enhance understanding for CSUs and assist in appropriate utilization for step-down from the state hospital. RCSC has been working with our own HNNCSB Discharge Planners and have been able to assist with a couple of step-down placements.
- **Crisis Intervention Training Assessment Center (CITAC)** – Efforts have continued to reinitiate a CITAC in an ER setting that would better address challenges of assessing individuals under ECO. We hope that the site, located at Sentara Careplex will be operational in November with NN Sherriff’s Office resuming as our CIT-Trained Law Enforcement.
 - Due to limited funding, CITAC will only be operational 40 hours a week (12p-8p weekdays) and will require law enforcement to reassume custody of individuals still under ECO by 8pm each day.
 - Stakeholders have expressed support of a second CITAC in Newport News at RRMCC in the future should funding be available.
- **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.
- **C.O.R.E. Program** – Our case manager is currently funded by Hampton Roads Regional Jail (HRRJ) through a DCJS Grant providing screening and discharge planning for transitional supports for individuals identified as SMI and returning to community.

- On October 26th, we learned of that a joint application for a DBHDS Discharge Planning Grant with other CSBs (Chesapeake, Norfolk & Portsmouth) was awarded which would allow enhanced discharge efforts from HRRJ. CIBH submitted the application on behalf of the four CSBs on September 3rd, and will serve as the fiscal agent.
 - The grant, provides funding for the remainder of FY19 and FY20 for personnel costs for a total of 10 positions, including each of the CSBs' current C.O.R.E. Case Managers. The current DCJS funds will be available for HRRJ to reapply within the facility and to fund supporting reentry needs (housing, medications).
 - HNNCSB, based on volume of individuals at HRRJ identified as SMI will receive funding for 3 positions (2 additional) while each of the other CSBs will have 2 each. The grant will also fund a position for CIBH to manage the grant and align reporting requirement efforts.
 - DBHDS grant also provides funding for additional psychiatry time, to be determined.
 - **Inner Reflections** - (Jail-Based SUD Services) offers substance use disorder (SUD) services in the Hampton City Jail Annex and is optimistic that a plan to facilitate groups in the jail will be approved, including use of Moral Reconciliation Therapy (MRT) model. MRT is most commonly provided in criminal justice settings, including in our Adult and Juvenile Drug Treatment Courts.
- Crisis Services will examine workflow, infrastructure and staffing to assure rapid access to treatment.
- **The Regional Crisis Stabilization Center (RCSC)** – continual process improvement efforts occur within the program to adapt with utilization and staffing trends to achieve efficiencies, increase capacities and deliver enhanced care.
 - RCSC has operated without our Discharge Planner since late April due to medical leave with duties primarily absorbed by Program Manager, Ron Clark to include all discharge planning, crisis plans, service registration /authorizations, and oversight of treatment planning.
 - On October 15th, Eva Brown joined the program as our Care Coordinator after previously working at the agency in Emergency Services and Reinvestment Case Management. Her role will focus on screening and authorizing services, care coordination and discharge planning, and adding to the complement of clinical services conducting groups and crisis planning.

- Crisis Services will monitor all financial processes tied to service delivery to assure in meeting budgetary projections.
 - Managers and Director continue to review productivity, utilization, and revenue targets and to ensure that programs continually adapt processes, maximize revenue opportunities and billing, and are responsive to financial services.
 - Both ES and RCSC have exceeded their program's revenue targets so far in FY19, which had been increased from FY18.

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** – The Docket which began in July, currently has 14 participants with a cap of 15 with the current level of staffing. A great deal of time in recent months has been devoted to the referral process and ensuring that accepted participants are the most appropriate for the program. The program has benefitted from the leadership of Judge Hoffman, NN General District Court and with strong coordination with a range of stakeholder partners. HNNCSB, through funding for the City of Newport News manages docket participants with our Docket Coordinator and Case Manager.
 - The Docket meets the second and fourth Thursday of each month.
 - Potential benefits of the program have been featured in articles in the Daily Press and The Virginian-Pilot and our Adult Forensic Administrator provided members of the Board a brief overview of the program at the October 25th Board Meeting.

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.
 - Initiatives with implementation, refinements and expansion of programs such as the Behavioral Health Docket, CITAC, Inner Reflections and C.O.R.E./DBHDS Discharge Planning Grant represent are efforts.
 - On October 23rd, HNNCSB hosted our quarterly Stakeholder Partners Meeting to allow the CSB and our partners to engage in ongoing discussion to identify and address challenges to response

with individuals in psychiatric crisis. Collaborating agencies represented included RPMC, SCH, Hampton and Newport News Police Departments, Newport News Sheriff's Office, Magistrates' Offices and HNNCSB. The next meeting is scheduled at HNNCSB on January 15, 2019.

3. Other Items of Interest

- **Region-5 Emergency Services Council** - ES Manager, Gina O'Halloran represents HNNCSB on the HPR5 ES Counsel as well at the *Statewide TDO Taskforce* convened by SJ47 through ILPPP to evaluate the TDO process and challenges and provide recommendations as applicable from the perspectives of CSBs.
- **Region-5 Forensic Advisory Team** – The HPR5 Forensic Advisory continues to meet monthly, with most recent meeting on October 23rd. The Team Co-Chairs include Dr. Kristen Hudacek, DBHDS and Mr. Barker, HNNCSB. Also representing HNNCSB are Meredith McLane, Manager, Reinvestment and Ryan Dudley, Crisis Director
- **Regional (HPR-5) Crisis Stabilization Unit (CSU)** The most recent regional meeting was held at Tidewater CSU (Norfolk CSB) in October and included all three CSB, however several other meetings and phone conferences continue to take place surrounding on utilization, regional procedures and the upcoming CSU presentation to ESH Social Workers and Psychiatrist on November 8th.
- **Statewide CSU Meeting**, held twice annually, is scheduled for October 30th at Region 10 in Charlottesville. Crisis Director and Ron Clark, Program Manager will be attending.
- **Hampton-News Criminal Justice Board (HNNCJB) and Re-Entry Council (Hpt & NN)** – Mr. Barker, Adult Forensic Manager continues to represent the agency on these collaborative.
- **The Involuntary Commitment Process Training** – DBHDS is hosting a regional training in November 7th facilitated by Allyson Tysinger and Karen Taylor from the Office of the Attorney General. Audience will include ES Counselors and Managers, Medical and Psychiatric Hospitals, Law Enforcement and other treatment. DBHDS is sponsoring this training in each region.
- ES Counselor, Sarah Wiggins passed her professional licensure examination in October and is awaiting the official license as a Licensed Professional Counselor.

MEDICAL SERVICES

Baltej S. Gill, M.D., D.F.A.P.A., Senior Medical Director

Anne Whitaker, RNC, BS, Director of Nursing and Adult Outpatient Services

1. Division Goals

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

Bright Beginnings promotes wellness through their daily walking group where individuals walk around campus. The program offers an indoor exercise group for those that do not want to walk outside. Staff also offer Fitness, Nutrition, Health Education and Wellness Groups on monthly calendar for individuals to participate. Riverside Nursing Students continue their clinical rotation at Bright Beginnings on Tuesdays and Wednesdays to provide education and measure vitals. Norfolk State University continued their rotation and attend every Friday to observe, interact and conduct educational groups. Virginia Cooperative Extension Family Nutrition Program, Sherry Bazemore, started family nutrition groups in September and continues 12 week program to provide education and support to improve nutrition and promote wellness. PSR Clinician, William Branch, started bi-monthly trips to Boo Williams Sports Complex to walk the track or play basketball in September, which individuals really enjoy.

Adult Comprehensive Outpatient Services (ACOS) assists individuals in getting their primary health care needs met. Nurses facilitate the use of grant funding for individuals uninsured to access services at SEVHS here on campus. Individuals are referred for same day service for issues that are found during their medication evaluation appointment. This walk-in availability is greatly appreciated for urgent care needs. Staff work closely with the SEVHS provider, Nurse Sinkler, Nurse Practitioner.

Genoa Pharmacy Services continues to provide onsite pharmaceutical services to our clients, staff and family members. The pharmacy served 1003 individuals in the month of September.

ACOS is encouraging participation in Chronic Disease Self-Management workshops offered in the community for individuals with chronic health concerns including: heart disease, hypertension, arthritis, asthma and diabetes. These 6 – 8 week classes are held in various locations throughout our community.

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

ACOS remains down two psychiatric provider positions. However, we continue to actively recruit for Psychiatric providers.

We welcomed Melody Blanco, DNP to our treatment team in early October. She is located in Suite A alongside Dr. Shah and Dr. Sabeen. The clinic is serving 2,400 individuals and continues to see new clients discharged from Correctional facilities or hospital on TDO, and those most at risk for hospitalization. ACOS has a waitlist for medication management services.

ACOS Therapy Services has 181 individuals enrolled. We are down three positions and have an active waitlist of greater than 100 individuals.

Governor's Access Plan for the Seriously Mentally Ill (GAP) has winded down with end date October 31. ACOS completed 16 Long Assessments and 5 Short GAP Assessments in September and through October 26. We are encouraging individuals to apply for Medicaid Expansion with application process beginning November 1.

Psychosocial Rehabilitation Services: Bright Beginnings has 2 licensed clinicians to assist with assessments to enroll new members and approve continued services for current members. Counselor position filled in September by Crystal Ruffin. PSR is now fully staffed with 1 Manager, 2 Part-time licensed clinicians, 5 Counselors, 1 Office Associate and 3 Part-time Peer Recovery Specialists. As of October 26 enrollment is 56 with several discharges and new intakes scheduled for November. We have about 30 open referrals that Charlena Cuffee, LCSW, is working to contact and schedule for intakes. 2 new enrollments in September and 3 new enrollments in October. There was 1 no show.

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

Psychosocial Rehabilitation: Bright Beginnings billed a total of 1186 units in September and did not meet new target of 1319 due to inclement weather causing program closure on 2 days and power outage causing early dismissal on 1 day. Highest day of attendance was 39 in September and 36 in October, lowest day of attendance was 24 in September and October.

ACOS Medication Services had a 79% show rate for Medication Evaluation appointments, 4 % cancellation and 17 % no show for September through October 26.

The clinic has been experiencing a high no show rate for both Hospital Discharge follow up and initial Psychiatric Evaluation appointments for the last two months. The clinic does complete reminder calls by voice message in addition to direct contact by staff. Transportation is also offered for all one hour Psychiatric Evaluation appointments.

The new agency No Show/Cancellation Policy was implemented on September 1 to help manage missed and canceled appointments.

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.

Psychosocial Rehabilitation Manager has contact with hospital discharge case management and local psychiatric hospital social workers to assist with discharge plans. Currently there are 5 members on NGRI conditional release plan from Eastern State Hospital attending Bright Beginnings with one currently transitioning 2 days a week from hospital with unsupervised community visits. Another individual was scheduled to start in October, but privilege was not allowed at this time. It is on hold to reschedule with hospital social worker for later start date

ACOS medical staff work closely with local hospitals, jails and primary care providers ensuring effective communication is provided for optimal care for the individuals we serve. Anne Whitaker continues participate in the Peninsula CARE Coalition for Chronic Condition Awareness, Resources and Education.

Regional Deaf Services, Dr. Paula Markham, attended the Regional Interagency Team meeting for Deaf/Hard of Hearing/Late Deafened/Deaf-Blind services on October 5. Member agencies include DARS, VDDHH and DBVI along with CSB's.

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

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

PSR continues to assist individuals in need of transportation

2. Professional Development

Dr. Samia Sabeen and Anne Whitaker presented at the Caregiver lunch and Learn sponsored by Peninsula Agency on Aging on October 5 11:30 – 1:00 PM at Thomas Nelson Community College on How to address behavior issues brought on by Dementia.

Charlena Cuffee, LCSW, Laurie Ratledge, RN and Kris Provezano attended a conference titled Reasoning with unreasonable People: Focus on Disorders of Emotional Regulation on October 22 at the Marriott, City Center.

Anne Whitaker participated on the Elder Abuse Task Force October 18 and October 25. The mission is to create a safe community in which the elderly and disabled are empowered and free of abuse, neglect and exploitation. The goal being to staff complex cases of physical abuse, sexual abuse, neglect, self-neglect and financial exploitation and take concrete action steps to alleviate the abuse or neglect.

ACOS Staff including Tammy Blackshear, Latizzia Brown and Anne Whitaker represented the agency at the 2018 Senior Expo titled joyfully Aging. This was held at St Paul African Methodist Episcopal Church Saturday September 29 from 10 – 2:00 PM

Anne participated in the EVMS Mental Health Working Group, Gathering Community Resources October 23.

Anne also participated in the Peninsula Task Force on Aging, October 25 at Sentara Careplex. This Task Force is dedicated to the Advocacy of Peninsula Seniors.

Dr. Paul Markham attended all day point DARS/CSB training at Woodrow Wilson Rehabilitation Center in Fishersville, VA on October 12. Guest speaker/trainer was Dr. Rhonda Jennings-Arey who spoke on “Audism” Audism is the word used to describe discrimination against persons who are Deaf/Hard of Hearing/Late Deafened/Deaf-blind.

3. **Psychosocial Rehabilitation Monthly Happenings**

Recovery Month Committee - 6 members and 2 staff.

September 26 Art Show was well attended and a huge success. Individuals composed art, poems, and stories to express their feelings of Recovery. Refreshments were offered and prepared by participants in Bright Beginnings.

Lunch Outing to Piccadilly Restaurant on September 21 with 39 members attending.

Fall Cook Out was held at Buckroe Beach on September 28.

Pumpkin picking at Green Hand Farm Park on October 19 was a festive time.

Halloween was celebrated on October 26 with a party and pumpkin carvings.

Computer classes at Newport News library twice a month to improve basic skills and Word 201.

Boo Williams - physical activity.

AA and NA Meetings rotate every Wednesday at program sites and in the local community.

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.

- a. ARTS will continue to build-out its array of treatment and recovery services as community demands dictates and funding is available. (1A, 1D)
 - The **ARTS Division** was a successful recipient of a Substance Abuse and Mental Health Services Administration (**SAMHSA**) grant to expand MAT (medication assisted treatment) services for individuals with an opioid use disorders. The population of focus are: 1) people diagnosed with opioid use disorders (OUD) involved in the criminal justice system, to include recently released or soon to be released incarcerated individuals, and, 2) drug seeking and non-fatal overdose survivors seen in local hospitals' emergency rooms/departments (ERs/EDs). The project goals are to: 1) increase the rate of identification, enrollment and engagement in treatment; 2) expand treatment staff capacity/infrastructure at the Hampton Roads Clinic (HRC) to provide rapid access to care; and, 3) increase adherence and retention in treatment. The amount of the grant award is \$519,723 annually for 3 years for a total of \$1,559,169. We have partnered with the Virginia Commonwealth University (VCU) Center for School-Community Collaboration and School of Education to assist us with measuring the project's outcomes.

- **Project Link** completed Year One of the State Pilot Grant for Pregnant and Postpartum Women (PPW). This grant is facilitated by the Department of Behavioral Health and Developmental Services (DBHD). The project has met its annual target for individual's participation, staff training attendance, outreach and service implementation. We have 14 women participating in the grant. The weekly parenting group has 11 participants and attendance appears to be consistent from week to week. The Peer Recovery Coach continues to provide an additional layer of support to women engaged in the grant and feedback by participants overall has been positive.
- b. **ARTS** will examine workflow, infrastructure and staffing to assure rapid access to treatment. (1E)
- **South-Eastern Family Project (SEFP)** The time involved for assessments has been reduced through the revision of the referral screening forms. Contact continues to be made within 48 hours of contact with program to schedule an assessment.
 - **Drug Court** Program Administrator, 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. The Veterans Coordinator resigned effective October 2. The duties associated with that position has been absorbed by drug court staff until the position is filled. **Drug Court** staff continues to perform outreach to inmates at the local jails.
 - **Partners in Recovery (PIR)** continues to participate in consultation with MTM in preparation for Same Day (Rapid) Access Implementation.
 - **Partners in Recovery (PIR)** has a waiting list and is currently recruiting for a Licensed Therapist; interviews are scheduled for 11/1/18. We are using our Peer Recovery Specialist to provide interim services for those on the waiting list. He also assists with transportation needs for enrolled individuals to eliminate no shows and other barriers to services.
 - Our **OBOT** (Suboxone/Buprenorphine) Service at **PIR** has a capacity of 30, with 29 individuals currently enrolled. Our medical director is also providing psychiatric evaluations and medication management services. We currently have 395 individuals enrolled in Medication Management Services.
 - **Hampton Roads Clinic (HRC)** and our **Project Link Program** have waiting lists. We are aggressively recruiting for appropriate staff for each program.
 - **PIR** implemented the new agency No Show Policy, effective September 1, 2018. It is our hope that this will open service slots for people requesting care.
 - **Substance Abuse Residential Purchase of Services Fund (SARPOS)** supported approximately 28 detoxification and 67 residential treatment bed days during this

reporting period. **SARPOS** funding also provided 10 individuals with Recovery Housing support. This enabled the 10 to secure and maintain housing, as well as, increase their ability to participate in outpatient substance use disorders treatment services.

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

- **South-Eastern Family Project (SEFP)** Manager has continued to complete assessments and advocate for client admissions with numerous providers and potential clients in the community, especially with the correctional system. The program has been able to meet the daily bed goal and was identified as an “Over Achievers” for the first quarter of this fiscal year because its earned revenue was higher than its budgeted target and YTD expenses were less than the budgeted amount. This was also true for **PIR Medication Management and Therapy Services**.

d. 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)

- **Project Link** program staff attended a variety of trainings to include: Pathways to Recovery Facilitator Training; Domestic Violence Awareness; and REVIVE! Program staff also participated in the annual review of program policies and procedures and program documentation training to address changes to program requirements and best practice guidelines.
- **Drug Court** All staff members of both adult drug courts participated in Team Building training and a training on Dignity = Communication. The clinical supervisor attended training on Reasoning with Unreasonable People.
- **South-Eastern Family Project (SEFP)** training this quarter centered around “customer-relations skills and person-centered care; in addition to webinar training that addresses the stages of change, trauma, baby care, smoking cessation, and how incarceration affects the family. The updated Quality Management policies were reviewed during September, 2018.
- **Partners in Recovery (PIR)** Manager participated in the Quarterly Peer Supervisor Training. PIR Manager and Therapist have attended various Evidenced Based Clinical Trainings. PIR Therapist attending a 2 Day ASAM training (DBHDS). PIR Therapist (2) participated in the DLA-20 Training. PIR Manager participated in the HPR-V Clinical Lead Training.
- **HRC** clinical and medical staff attended the VAMARP (Virginia Association of Medication Assisted Recovery Program) Conference held in Portsmouth. Many of the workshops were on evidence-based practices recommended in MAT settings.

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.

- a. 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)
- **Drug Court** Program Administrator, Sherry Glasgow, attended and participated on the Hampton Newport News Community Criminal Justice Board. She also attended the Board meeting for the Virginia Drug Court Professionals, and the Supreme Court of Virginia’s Drug Court Statewide Advisory Meeting.
 - **South-Eastern Family Project (SEFP)** open house took place on 10/10/18 and all MCOs, DBHDS, DMAS, local Probation Offices, CSBs, and local hospital staff were invited. The open house was a success, in that, representatives from most of these agencies attended. Additional tours will be provided, as agencies contact the program. A tour for Newport News Human Services has been scheduled for 11/8/18 @ 10:30 am. Required ARTS authorization forms are provided for MCOs, phone calls to complete authorizations with Magellan, and weekly calls to Anthem ARTS Medical Director continues to take place with Residential Supervisors.
 - **Partners in Recovery (PIR)** and **ARTS Case Management** Managers continue to attend monthly Coordination of Care Meetings.
- b. 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)
- **South-Eastern Family Project (SEFP)** open house took place on 10/10/18. The program continues to email about bed availability to local referral resources to include legal referral sources, local CSBs, local hospitals, local detox facilities, etc.
 - **Partners in Recovery (PIR)** staff participated in the Recovery Month Activities.
 - The **ARTS Director** provided a presentation on MAT to Hampton University Graduate Counseling Program during Recovery Month. The director attended various recovery month activities.

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.

- a. 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)
 - **Project Link** program surveys are available at the front desk and in the lobby for individuals to provide feedback on the program. Feedback received from individuals in the program this period indicated satisfaction with services at this time. In addition, an individual participating in Project Link Case Management Services called the program supervisor specifically to speak to the excellent services that were provided by her case manager and to “thank her for her patience and support.”
 - **South-Eastern Family Project (SEFP)** Overall, the feedback on surveys reflect an above average satisfaction with services. Feedback from residents included: “I love being here, the nurse is compassionate, Sherri really understands my pains and always has words to help mend the brokenness inside of me, and Ms. Britt is amazing”. “Ms. Gigi really addresses all my issues that I have”. “The peers really give me the kind of support I need in this program, I get a lot out of the groups and individual sessions, and I learn a lot about myself”. “The peer services are great, I could not ask for two better specialists, nurse is amazing, and I know my counselor deeply cares about my and my son’s overall well-being”. “All services are excellent!”
 - **Partners in Recovery (PIR)** surveys are collected quarterly.
 - **Hampton Roads Clinic (HRC)** received feedback during the program recognition ceremony. Individual served were highly appreciative of their counselors and the program overall. “It saved my life.”
- b. 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)
 - **Drug Court** Program Administrator and TaShima Harris, Clinical Supervisor, were asked to participate on the Virginia Department for Aging and Rehabilitative Services (DARS) Advisory Council. The Council will meet every other month, with the next meeting being December 6, 2018. Their roles will be to provide substance abuse expertise. The Veterans Coordinator attended the Veterans Subcommittee of the Newport News Re-Entry Council. A partnership with Hampton Department of Social Services – View has been developed. This will increase available resources for participants.

- The ARTS Director participated in the State Drug Court Planning and Development Committee Meeting on October 1, 2018. The Sentara CarePlex Hospital Community Day on October 20th and ongoing meetings of the Peninsula Community Opioid Response (PCOR) meetings.
- **Project Link** Quarterly HIV clinic, facilitated in conjunction with Minority Aids Support Services, supported 5 individuals with testing and education services. The Program Supervisor attended the Re-Entry Council meetings for Newport News and Hampton and the Housing Sub-committee meeting to support increased communication and collaboration. The Program Supervisor also attended: “Future Directions in Re-entry: People Who Make a Difference” a conference presented by the Office of the Attorney General Mark R. Herring. In addition, the Program Manager facilitated the Community Network Group meeting which included representatives with Hampton Healthy Families, Hampton Child Protective Services, Newport News Child Protective Services, Partners in Recovery, and the Hampton Roads Clinic.
- **South-Eastern Family Project (SEFP)** continues to partner with Joy Cipriano, Project and Resource Development Director, to provide local housing options for our women and their newborn. Psychiatric evaluations are occurring within a two week time frame, which is providing much needed psychiatric stabilization for the residents who need this care.
- **Partners in Recovery (PIR)** Manager participated in the Community Network Meeting. PIR Program Manager participated in a visit to Richmond Behavioral Health Authority (RBHA), with H-NNCSB Administrative and Technical staff, to gain insight into the implementation process for Same Day (Rapid) Access. PIR Manager participated in the Quality Improvement Committee Meeting.
- The **Re-entry Coordinator** continued to coordinate with the Newport News and Hampton City Jails, the Hampton Roads Regional Jail and the local Offices of Probation and Parole to identify individuals in the community and/or in the judicial system who have an opioid addiction who would benefit from support and linkage to recovery services. During this reporting period, there were 7 individuals enrolled in the program. Two (2) individuals were linked to residential substance use treatment services; one (1) individual was linked to medication assisted treatment; 3 individuals were linked to outpatient substance use treatment services and 4 individuals were linked to recovery housing (Oxford House).
- Additionally, the Re-entry Coordinator provided, on behalf of the individuals served, linkage and support with applying for benefits and entitlements; applying for vocational support with the Department of Aging and Rehabilitative Services; coordination of applications for housing with the Offices of Redevelopment and Housing; linkage to South Eastern Virginia Health System and other referrals and supports to meet basic needs.

- **South-Eastern Family Project (SEFP)** program manager will be a keynote speaker for the Hampton Stakeholder meeting on 10/26/18.
- **Partners in Recovery (PIR)** PIR Manager and Director are working in collaboration with the Quality management team (PIP) to ensure follow through with Licensure CAP.
- **Other items**
 - The **Newport News Adult Drug Court** held it eighteen graduation ceremony on 9/21/18. The keynote speaker, Jennie Springs Amison, was well-received by everyone. Six (6) individuals graduated.

ADULT CLINICAL SERVICES

Robert Deisch, Director

1. 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, Program 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.
- **PACT/ICT & PACT Forensic**
 - PACT staff, primarily the nursing staff, continue to coordinate to ensure that all individuals' medical appointments were scheduled accordingly. Individuals are assisted with appointments based on individual's needs. Some individuals are accompanied to all of their appointments and some individuals are able to coordinate their medical care independently.
- **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. In Safe harbor and Onward all but one client is covered by GAP insurance. GAP does cover primary health care and most clients use SEVHS on Campus. MCV is used for specialty services for the uninsured and those services not covered by GAP. Lots of new information has been provided on Medicaid expansion starting Jan. 1 2019. This will open better health care to our client and make Primary Health care more obtainable. Also specialty care for medical issues can be addressed at the local level. Currently staff has been taking clients to MCV Hospital in Richmond for

specialty medical services. This will also save staff time and will be much easier on the clients.

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 September & October 2018 the program met Revenue targets despite being down a counselor since September 5, 2018
 - There was a decrease in billing errors for the months of September and October.
- **PATH/Newport News Outreach/Safe Harbors/Project Onward**
 - Currently PATH numbers are low. This is because of an open position for PATH Outreach Assistant. PATH Staff have interviewed for this position and have a desired candidate. Safe Harbor and Onward permanent supportive housing programs and NN Outreach are on track for this fiscal year.
- **Adult Mental Health Case Management**
 - Billing errors have been reduced by around 90%.
 - CCS3 requirements were met for September & October. Revenue targets were met for Medicaid in August and September when billing corrections were completed. GAP revenue was at 55 percent due to clients with GAP converting to full Medicaid coverage and two staff being out on extended medical leave.
- **Road 2 Home**
 - CCS3 numbers were low for the month of September due to holding down an Outreach position and two staff out on medical leave.
- **Reinvestment Case Management, Consumer Monitoring and Mobile Crisis Response Team:**
 - CCS3 requirements were met in September.
 - CCS3 requirements were met in October.
- **PACT/ICT & PACT FORENSIC**
 - **ICT:** During the months of September 2018 the program did not meet the monthly revenue targets. Revenues are increasing as newer staff increase their productivity. There were minimal reported billing errors during the reported months.
 - **Forensic:** During the months of September 2018 the program met the monthly revenue targets. There were minimal reported billing errors during the reported months.

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

- **Regional Supervised Housing / Transcend Place**
 - One Peer Recovery Specialist attended Pathways to Recovery Facilitator Training in October.
 - Two Counselors received their QMHP-A Certificate and one is still waiting to receive hers.

- **Road 2 Home**
 - Our housing specialist attended The Landlord Partnership Event.

- **Adult Mental Health Case Management**
 - All required trainings are up to date.
 - CM Supervisor attended training for DLA-20 and all CMs will attend training before 1/19.
 - Supervisors cover for Manager in his absence and Case Managers Cover for Supervisors in their absence.

- **PATH/Newport News Outreach/Safe Harbors/Project Onward**
 - The supervisor has either David Hudson or Sara Pastian Cover in her absence. Sara also covers SCAAN meeting for the supervisor. In this meeting cases and referrals to programs are discussed and consumers are directly linked to services. Shawn Niles and Jessica Harrington are on the Resource Committee. Changes to participants in the HMIS committee now include Dee Schwartz, Loretta Gaillard Sara Pastian Shawn Niles David Hudson and Jessica Harrington. , These committees are under the GVPHC (Greater Virginia peninsula Homeless Consortium). All committee members share updates at Team meetings. Participation of these committees is part of grant expectations with the GVPHC who monitors and ranks our Permanent Supportive Housing Programs. David Hudson, Sara Pastian and Dee Schwartz attended a new SOAR Regional Training in September.

- **PACT/ICT & PACT FORENSIC**
 - PACT has two staff members who are currently in clinical supervision seeking licensure.
 - 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).

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

- **Road 2 Home**
 - Supervisor attends the SCAAN meetings twice a month to present clients before we proceed with housing. 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. The change in weather has brought many client to seek indoor shelter and housing. A Nights Welcome Hampton Winter Shelter opens 11/3/2018. PORT Newport News Winter Shelter opens 11/7/2018. Again this winter staff will be providing outreach to both shelters.

 - Safe Harbor had one client have moved to the community to permanent housing. This client moved to an income based housing complex in Hampton and has made the transition to mainstream services very well. Onward had two successful moves to the Community. PATH and Newport News Outreach assisted clients with moving to Safe Harbor and Onward. PATH/Staff continues with presenting and accepting referrals from SCAAN committee for referral to all housing programs. Many other clients have transitioned to Adult MHCM services, SA CM services and Project Link Case management services that have received GAP or Medicaid. GAP continues to be a great assets for this population and has made access to treatment much easier.

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

- **Adult Mental Health Case Management**
 - Despite having one staff out on extended medical leave 25 Medicaid and 14 GAP referrals have been assigned and 14 Clients were opened in Sept. and Oct.

- **PACT/ICT & PACT FORENSIC**
 - One new individual was enrolled in September. With all vacant positions being filled in September PACT has started to enroll from the waitlist.

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

- **Adult Mental Health Case Management**
 - Manager, Supervisors and case managers continue to be accessible to the care managers from the MCO's to answer questions and provide assistance.

- **PACT/ICT & PACT FORENSIC**
 - Supervisors and Service Coordinators 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 referrals to primary care providers.
- **PACT/ICT & PACT FORENSIC**
 - Service Coordinators and Nursing staff 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.

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

- **Road 2 Home**
 - During the month of September Road 2 Home outreached a total of 20 individuals and pre- enrolled 1 we housed 1. During the month of October Road 2 Home outreached a total of 38 and pre-enrolled 3 we housed 2.
- **Adult Mental Health Case Management**
 - For September there were a total of 487 clients enrolled in AMHCM, 372 Medicaid clients were billed after corrections were made.
 - **Waiting List**
 - **Two Staff out on extended medical leave.**
 1. Medicaid- 15 Turnaround time is usually 4 weeks
 2. GAP- 15 Turnaround time is usually 4 to 6 weeks
 3. Geriatric- 15
- **PATH/Newport News Outreach/Safe Harbors/Project Onward**
 - Project Onward Permanent Supportive Housing Program has capacity of 16 clients. Currently there are 4 openings. Safe Harbor Permanent Supportive Housing Program capacity is 23 clients. Currently there 3 openings.

- Currently PATH has 16 clients enrolled for community based case management services and medication management.
- NN Outreach currently has 25 clients.

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

- **Reinvestment Case Management**
 - In the month of September, there were 24 acute care admissions, and 29 discharges.
 - In the month of October, there were 18 acute care admissions, and 20 discharges.

➤ **Consumer Monitoring**

- In the month of September, there were 98 consumers served. Staff monitor civil and Not Guilty by Reason of Insanity (NGRI) forensic cases. In the month of September, HNNCSB had 18 admissions and 23 discharges from Eastern State Hospital. In the month of September, there were 53 NGRI consumers served; 31 were in State Hospitals (Eastern and Central State), one new admission remains in the community on an outpatient temporary custody order; one new temporary custody admission; one released on conditions from temporary custody; 20 were on conditional release in the community.
- In the month of October, there were 99 consumers served. In the month of October, there were 20 admissions and 20 discharges from Eastern State Hospital. In the month of October, there were 53 NGRI consumers served; 31 were in State Hospitals (Eastern and Central State), two remains in the community on an outpatient temporary custody order; one released on conditions, 20 were on conditional release in the community.
- It is worth noting, that effective July 1st, language was added to the Virginia Code 19.2-182.2 to allow for acquittees, who present with low risk factors, to remain in the community during the temporary custody process. At present, our Board has two individuals involved in the outpatient temporary custody process.

➤ **Mobile Crisis Response Team-**

- In the month of September, there were 26 consumers served. In the month of October, there were 25 consumers served.
- One of the Mobile Crisis case manager positions was vacant for two months. However, the position was recently filled on October 29th.

➤ **PACT/ICT & PACT FORENSIC**

- For September, there were a total of 86 clients enrolled in both PACT and PACT Forensic. Medicaid enrollment is 61. We have 12 non-Medicaid consumers (2 of which are on a spend-down). Seven consumers are currently in jail or the hospital and continue to be monitored. Four consumers are currently Medicaid pending.
- **Waiting List**
 1. Medicaid- 14. Turnaround time has been difficult to predict due to continuous staff turnover.
 2. Medicare - 1

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

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

- There continues to be a significant number of Safety Net Bed admissions to State Hospitals during this time period. During September and October, several of the Safety Net Bed admissions were diverted from Eastern State Hospital, due to lack of bed availability, and the individuals were admitted to other State facilities across the State. This is an added challenge with discharge planning.

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

- Continue to receive calls for families of all sizes looking for shelter and housing. The homeless population continues to outweigh the availability of shelter and emergency or Permanent Supported Housing beds. The housing crisis hotline has a meeting monthly to handle all calls and placements.

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

➤ **Regional Supervised Housing / Transcend Place**

- Three (3) Part time staff accepted full time positions with Creative Options, which is a promotion from their current position as a Community Services Associates II. Additionally, we have hired four new Community Services Associates II and a new MHSS Counselor.
- The program remains on target with the revenue, despite staff vacancies.

➤ **Adult Mental Health Case Management**

- AMHCM continues to donate to our food pantry to assist our clients in need.

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

- All programs looking forward to Medicaid Expansion. Two SOAR hearings were attended in October for client's SSA benefits. No decision as of yet from the DDS office. Two Safe Harbor clients have received their SSI benefits and one PATH client has received theirs.

➤ **PACT/ICT & PACT FORENSIC**

- Three new staff started in September and PACT is now fully staffed. One of the positions is a new Peer Recovery Specialist position which will allow us to expand our peer services.
- PACT had 1 individuals graduate from the program, successfully transitioning to lesser intensive services in September.



MEETING OF THE BOARD OF DIRECTORS

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

CSB Campus Board Room, 2nd Floor

Present: Mr. Morehouse, presiding; Mrs. Bethune-Hill, Mr. Bond, Mr. Bowman, Dr. Davidson, Mrs. Owens, Sheriff Roberts, Ms. Russell, Mrs. Stewart, Mr. Supler, Mrs. Thomas, and Dr. Williams Hunt.

Staff: Mrs. Christian, Dr. Cunningham, Mr. Barker, Mrs. Barnes, Dr. Bond, Ms. Cipriano, Mr. Deisch, Mr. Dudley, Dr. Gill, Mrs. Hunt, Mrs. Hogge, Ms. Lambert, Mrs. Mack, Mrs. McCarthy, Mrs. Moore, Ms. Newlon, Mrs. Ortega, Mrs. Ozella, Mrs. Parker, Mrs. Stiff, Ms. Thompson, Mrs. Walker-Rose, Mrs. White, and Ms. Mercado.

Guest(s): Mrs. Vickie Bowman.

CALL TO ORDER

Members of the Board of Directors for the Hampton-Newport News Community Services Board held a Board Meeting on Thursday, October 25, 2018, at 5:00 p.m. 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

Mr. Morehouse noted that while there was only one Action Item to consider for the evening, in addition to the customary Board Standing Committee Reports, staff would also provide Members of the Board with updates on the Behavioral Health Docket; the 29th Annual Thanksgiving Luncheon, which Members should have already received formal invitations to attend; and a few Medicaid Expansion activities on that were on the horizon. He mentioned that both Mrs. Killebrew and Mrs. Dahlen, communicated their inability to attend the meeting.

INTRODUCTION OF GUESTS & SPECIAL ANNOUNCEMENTS

Employee of the Quarter

Mrs. Christian introduced Mrs. Carol McCarthy, Director, Developmental Services to Members of the Board who provided introductions to both the H-NNCSB Employee and Team of the 3rd Quarter. More specifically, Mrs. Simone Ringgold, CSAII, Terrace Place residence, was introduced to the audience. Mrs. McCarthy noted that Mrs. Ringgold was a great team player, hard worker, and instrumental in the phenomenal “*Night Out*” event experienced by the individuals served by the H-NNCSB. She continued noting that included in the “*Night Out*” experience, individuals and staff took a limousine ride, had a red carpet entrance to their event, and that Mrs. Ringgold insured that each individual was “camera ready” for the event. Mrs. McCarthy also advised that Mrs. Ringgold worked as a team and that no matter what residence she worked in, she maintains a positive work ethic and attitude for the CSB and with everyone at the program.

Members of the Board of Directors applauded Mrs. Ringgold for being chosen as the Employee of the 3rd Quarter, and for the exceptional events she provides to the individuals served by the H-NNCSB.

Team of the Quarter

Mrs. McCarthy also provided Members of the Board with a report on the Development Services (DS) Support Coordination Team who won Team of the 3rd Quarter. She announced that the DS Support Coordination Team included 23 staff members who supported about 600 individuals with developmental disabilities in the adult side of the program. Moreover, Mrs. McCarthy provided Members of the Board with some of the responsibilities in being a Hampton-Newport News Community Services Board Developmental Services Support Coordinator which included seeing individuals in their homes, helping to manage Crisis situations, building relationships with community providers, family members, and to locate services and providers for the individual they support, to name a few. She added that Support Coordinators also go into many different areas including jails to serve the individuals they support.

Mrs. McCarthy shared that, as a Team, they work together easily because they know what it takes, and that the Supervisors of the Team are both encouraging and supportive throughout the day and work on behalf of their staff to encourage them and work diligently to complete the paperwork while they remain abreast of continuing changes with the Dept. of Justice (DOJ) Settlement Agreement.

That being provided, Mrs. Christian congratulated winners of both the Employee of the Quarter and Team of the Quarter. She expressed that H-NNCSB Case Managers worked hard and the DOJ Settlement Agreement has caused an increase in the amount of paperwork required. However, she added that the Agency is looking for ways to show its Case Managers that they are appreciated and to help them get their job done. Mrs. Christian continued that one of the first tasks of the new Deputy Director, Mrs. Daphne Cunningham, is to work with Case Managers to determine how the H-NNCSB can retain its Case Managers who are being lost to Managed Care Organizations and other providers.

Mr. Morehouse also acknowledged, Mrs. Vicki Bowman, wife of Board Member, Chris Bowman, who was in the audience and welcomed her to the meeting.

PUBLIC COMMENT

No Public Comment was received from Members of the audience during the Board of Directors Meeting held on Thursday, October 25, 2018.

ACTION ITEM

A-1.

The only Action Item of the evening was relative to the acceptance of the Minutes of the Board of Directors Meeting held the prior month on Thursday, September 27, 2018, which were provided to Members in their October Board Package.

Action

There being no comments or corrections made by Members of the Board, the Minutes of the Board of Directors Meeting held on Thursday, September 27, 2018, were accepted as presented.

BOARD STANDING COMMITTEE REPORTS

Budget, Finance & Audit

Mr. Timothy Supler, Committee Chair, reported that Members of the Budget, Finance and Audit Committee held a meeting on Monday, October 22, 2018, at 4:30 p.m., in the Campus Board Room. He continued noting that as the Agency completed its first quarter of Fiscal Year 2019, Members of the Committee and staff reviewed and discussed, CSB Revenue and Expenses, Divisional Net Income, and Financial Statements of the Hampton-Newport News Community Services

Board and its entities through September 30, 2018, to name a few. Members were informed that a more detailed Report of the meeting had been provided for them in their red folders.

Moreover, Members of the Board of Directors were advised that during the meeting, Ms. Denise Newlon, Chief Financial Officer, noted that staff continued to closely monitor revenue and expenses of the CSB to identify successes and challenges in order to sustain budgeted projections. To that end, Mr. Supler shared that the CSB had been successful in securing a new grant from the Substance Abuse and Mental Health Administration (SAMHSA), in the amount of \$1.5 Million. It was pointed out that the new funding was designated to expand Medication Assisted Treatment services for individuals with opioid disorders. Additionally, Members were informed that \$270,000 in funding would also be received by the H-NNCSB for the implementation of the *Same Day Access* project which is scheduled to begin in January 2019. It was mentioned that in preparation for the implementation of this endeavor, staff visited the Richmond Behavioral Health Authority, who shared their implementation processes and ongoing strategies for providing *Same Day Access* services under the Step Virginia model. It was stated that Members and staff also discussed the announcement made by Governor Ralph Northam that enrollment into Medicaid Expansion would begin on November 1st.

Mr. Supler continued his report noting that on the expense side of the spectrum, Ms. Newlon made Members abreast of a few recent challenges experienced by the CSB. This included the forecasted [Hurricane Florence](#) which resulted in a financial loss of approximately \$150,000 due to the CSBs need to evacuate programs located in mandatory evacuation zones, the closing of the Therapeutic Day Treatment and other Day Support programs, as well as providing overtime and in-climate weather pay to essential staff due to the one-day agency closure. He also shared that Members and staff reviewed CSB Revenue, Health Insurance, and Cash Balances during their Committee meeting; adding that with regard to the latter, Ms. Newlon pointed out that CSB Cash Balances were projected to decrease slightly during the month of November due to three payrolls in that November which will take place before the December 3rd warrant payment is to be received. Furthermore, Mr. Supler shared that Members of the Budget, Finance and Audit Committee also held in depth discussions with regard to the Divisional Net Income report and Financial Statements through September 30, 2018, for the Hampton-Newport News Community Services Board, the H-NNCSB Property Company, Inc., Share-A-Homes of the Virginia Peninsula, and the H-NNCSB Trust for Disabled Persons. He mentioned that during their discussions, Ms. Newlon advised Members of a budgeted loss in funding in the 1st quarter for the CSB's Therapeutic Day Treatment Services due to school closings, adding that reported variances were in

line with historical spending trends during the same period in previous fiscal years. Mr. Supler directed that while staff experienced a very challenging, yet manageable, 1st quarter, Ms. Newlon reminded Members of the Committee that the CSB remained in line with both its budget projections and debt covenants through September 2018.

In closing on his Committee Report, Mr. Supler expressed that Members of the Budget, Finance and Audit Committee ask that Members of the Board of Directors feel free to join in on the next Committee Meeting scheduled for **Tuesday, November 13, 2018, at 4:00 p.m.**, which will include a review of the FY18 Independent Audit Report from Robinson, Farmer Cox, CSB Auditors.

Community Relations/ Governmental Affairs

In the absence of Mrs. Beatrice Dahlen, Committee Chair, Mrs. Venerria Thomas, Vice Chair, reported That Members of the Community Relations / Governmental Affairs Committee held its Committee meeting earlier in the week on Monday, October 22nd, at 5:00 p.m., to receive updates on matters of the General Assembly, Elected Officials, and the Dept. of Behavioral Health and Developmental Disabilities. She advised that a more in-depth report of their meeting would be found in Board Member red folders.

Mrs. Thomas continued sharing that among other items discussed, Mrs. Sherry Hunt, Director of Communications and Business Development, provided Members with an update on the Annual Legislative Breakfast where Members confirmed the dates of Tuesday, November 27th, and Thursday, November 29th, as two potential dates for the event. She remarked that Members who had participated in past events would remember that the Annual Legislative Breakfast was used to better inform Local Legislators of Hampton-Newport News Community Service Board matters. Moreover, Mrs. Thomas announced that staff would be providing the two dates to both Commissioner S. Hughes Melton, MD, of the Dept. of Behavioral Health and Developmental Services (DBHDS), and Mrs. Jennifer Faison, Executive Director, of the Virginia Association for Community Services Boards (VACSB), in an effort for them to attend the Breakfast. She added that their attendance would provide an opportunity for Local Legislators to receive up-to-date information on the activities of both the Department of Behavioral Health and Developmental Services and the VACSB. Members of the Board were encouraged to “*Save these Dates*”, for the Annual Legislative Breakfast and that a confirmed date from staff for the event would be provided as soon as practical.

Additionally, Mrs. Thomas stated that Members of the Community Relations / Governmental Affairs Committee were also updated on items to include, Medicaid Expansion, the CSBs completion of the FY19 Performance Contract, and its 29th Annual Thanksgiving Luncheon. With regard to the latter, she informed that the Luncheon is scheduled on [Wednesday, November 7th](#), and that Governor Ralph Northam will be thanked for his role in Medicaid Expansion. Members also briefly discussed the Newport News Day Center project which will assist those who are homeless with linkages to community resources available on site at the Day Center.

It was also stated that Members of the Community Relations / Governmental Affairs Committee were also provided with reports from both the National Alliance on Mental Illness (NAMI), as well as the Substance Abuse and Recovery Alliance (SAARA) and the fine work that these organizations are doing on behalf of those we serve.

In closing on her Committee Report, and on behalf of Members of the Community Relations / Governmental Affairs Committee, Mrs. Thomas extended an invitation to Members of the Board of Directors to feel free to join their next Committee Meeting scheduled on [Tuesday, November 13, 2018, at 5:00 p.m.](#) She instructed that the meeting had been rescheduled due to the upcoming Veteran's Day Holiday on Monday, November 12th.

Following Mrs. Thomas' report, Mrs. Christian pointed out that the November 29th date for the Legislative Event has been confirmed and that while both Commissioner Melton and Mrs. Faison were available to attend the Breakfast on November 29th date, she hoped that the date also worked for Members of the Board.

CONSIDERATION ITEMS

Mr. Morehouse reminded that at the September Meeting of the Board, Members were asked to "Save the Date" of Wednesday, November 7th for the H-NNCSB 29th Annual Thanksgiving Luncheon which will be held at the Hampton Roads Convention Center where the Honorable Ralph S. Northam will provide the keynote address. He instructed that while many Members of the Board had already confirmed their attendance to the event, he asked that those Members who had not yet had the opportunity to do so to please provide Ms. Mercado with their availability as soon as practical.

INFORMATION ITEMS

Mr. Morehouse remarked that Members of the Board of Directors received Information Items for review in their October Board Package, and asked that Mrs. Christian provide Members with any additional information or comments regarding this information that may be of Board of Director interest.

Employee Appreciation Event

With that, Mrs. Christian first recognized Mrs. Kimberly Thompson, Director, Human Resources, and her staff for their quick action to last minute changes that had to be made in relocating the Employee Appreciation Event to the Boo Williams Sportsplex due to bad weather. She elaborated that with the help of Councilman Steven Brown who helped to secure the facility, Mrs. Thompson and Member of the Maintenance Team managed to relocate the event successfully. Mrs. Christian who advised that a lot of positive feedback was received, and that over 500 employees attended the event. It has also been suggested that the CSB hold the Employee Appreciation Event there annually.

Hampton Sheriff's Office Promotion, Years of Service and Retirement Ceremony

Mrs. Christian also announced the Hampton Sheriff's Office Promotion, Years of Service and Retirement Ceremony held on Wednesday, October 17, 2018, at 3:00 p.m. in the City Council Chambers of Hampton City Hall. She advised Members that Sheriff Roberts was honored for his 25 years of services to the Hampton Sheriff's Office. Mrs. Christian and Members of the Board of Directors congratulated Sheriff Roberts with applause for his to the Hampton Sheriff's Dept. In turn, Sheriff Roberts thanked Members of the Board who were able to attend the event.

Mrs. Stewart commented that she did not believe she has attended an event with promotions that had so many people receive awards as nicely as the celebration was organized. She closed her comments noting that Sheriff Roberts had done and continues to do a great job for the City of Hampton. Mrs. Bethune-Hill also expressed that she was excited to see so many volunteers who attended the event and congratulated Sheriff Roberts on his accomplishment.

Mr. Bowman commended the Sherriff, and noted that the Employee Appreciation Event was outstanding. He commended Mrs. Christian and staff for putting on a wonderful event. Mr. Morehouse inserted that it was nice being able to connect with the “heart” of the organization and thanking every employee who do what they do every day.

Mrs. Christian added that the keynote speaker at the Sherriff’s event, Dr. Terry Morris, is a Rocket Scientist who works with NASA, and that she was very impressed that he shared his story of growing up in foster care and how the Deputies helped him during his younger years. She added that she has asked Dr. Morris to speak at the Hampton Drug Treatment Court Graduation Ceremony scheduled in December.

**City of Newport News
Behavioral Health
Docket**

Mr. Ronald D. Barker, Forensics Manager, provided Members of the Board with an Overview of the Newport News Behavioral Health Docket and the role played by the Hampton-Newport News Community Services Board. In his Overview, Mr. Barker explained how the Behavioral Health Docket came about stating that the Docket came as the result of a lot of internal and external cooperation. This cooperation included the Honorable Judge Hoffman who was the catalyst of the Behavioral Health Docket; Mrs. Christian, H-NNCSB Executive Director; Mrs. Sherry Glasgow, Drug Court Coordinator; Mr. Ryan Dudley, Director of Crisis Services; coupled with the information from around the state.

Mr. Barker continued that the Newport News Behavioral Health Docket is a pre-adjudication model which came out of Jail Diversion activities where the determination of behavioral health diagnosis is done early on so as not to become a very vicious cycle, and before individual deteriorate in jail. Moreover, Mr. Barker indicated that the CSB’s role in this effort is to keep individuals from recidivism back into jail. It was reported that the program was given \$125,000 from the City of Newport News to fund a Coordinator position and Case Manager, and that currently, there are 14 individuals on the Docket which is limited to 15.

In response to a question from the audience, Mr. Barker replied that since the Newport News Behavioral Health Docket is a 12 month program, the plan is to hold graduations in June for individuals who are doing well in the program. He continued that Judge Hoffman had invited Member of the Board to sit in on a Docket at their convenience. Members of the Board of Directors were advised that the Newport News Behavioral Health Court meets on the 2nd and 4th Thursdays of each month at 2:30 p.m. in Courtroom A of the Newport News General District Court.

In the City of Hampton, Mr. Barker noted that he is assisting a team with developing a Behavioral Health Docket in Hampton as well. However, there is a concern regarding a lack of funding at this time.

Mr. Morehouse thanked Mrs. Christian for providing the Informational portion of the meeting. He also thanked Mr. Barker, on behalf of Members of the Board of Directors, for his presentation which was applauded by Members of the Board for the efforts of the City of Newport News Behavioral Health Docket program.

PROGRAM HIGHLIGHTS

During the Program Highlight segment of the meeting, Mrs. Christian noted that currently the CSB has received over \$10,000 in donations for the upcoming 29th Annual Thanksgiving Luncheon. That being provided, Mr. Morehouse mentioned a “National Day of Giving” that is on the horizon which Mrs. Christian noted she would look into for more information.

CLOSING REMARKS

As the meeting came to a close, Mr. Morehouse reminded Members of the Board of Directors to take time to review their FY19 Monthly Planners provided for them in their October Board Package which would provide Members with upcoming Standing Board Committee meeting information and other CSB events. He also reminded Members of the information provided in their Red Folders, asking, too, that Members provide Ms. Mercado with their availability to attend the both the 29th Annual Thanksgiving Luncheon scheduled on November 7th; and the November 29th for the Annual Legislative Breakfast, hosted by Members of the Community Relations / Governmental Affairs Committee as confirmed by Mrs. Christian earlier in the meeting.

Other information briefly shared included, Mr. Bowman’s comment on his visit to the Southeastern Family Project Open House on October 10th, where he noted that the program was outstanding, and commended Mrs. Christian and staff for the event. Hampton Asst. City Manager, Steven Bond, also informed Members of the Board of the City of Hampton’s *Community Planning Kick Off* to provide the Vision of the City’s 10-20 Year Plan. He noted that now is the time for a lot of under-represented populations to come to the table as the City plans for the next few years. The event was hosted by the Neighborhood and Economic Development division on Tuesday, October 30th at 6:00 p.m. in the Hampton Convention Center.

Board of Directors Meeting
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ADJOURNMENT Members of the Hampton-Newport News Community Services Board adjourned the meeting at 5:50 p.m.

Mr. Thomas F. Morehouse, III
Chair

Mrs. Beatrice Dahlen
Secretary

Submitted by GMercado

FY19 Monthly Planner

November 2018

01	<i>All Day</i>	CIVIC Leadership Institute
02	9:30 AM	VACSB Leadership Team Conference Call
05	9:00 AM	HPR-V Executive Directors Regional Leadership Team
06	11:30 AM	Executive Leadership Team
07	11:30 AM	29th Annual Thanksgiving Luncheon
08	2:00 PM	NN Behavioral Health Docket
08	2:00 PM	Eastern State Hospital Meeting
08	4:00 PM	Hampton Drug Treatment Court Advisory Committee
09	11:00 AM	Bacon Street Meeting
09	1:00 PM	Anthem Behavioral Health
12		CSB Holiday Observed ~ Veterans Day
13	12:00 PM	State of the City – Hampton
13	4:00 PM	Budget, Finance and Audit Committee
13	5:00 PM	Community Relations / Governmental Affairs
14	11:00 AM	Delegate Marcia Price
15	11:30 AM	Civics Emergency Management Meeting
15	1:00 PM	Hampton CMPT Retreat
15	5:00 PM	CSB Board of Directors
19	3:30 PM	Newport News CHOICE Implementation Team Meeting
20	11:30 AM	Executive Leadership Team
22 ~ 23		CSB Closed ~ Holiday Observed
26	9:00 AM	H-NNCSB Management Team

FY19 Monthly Planner

December 2018

03	9:00 AM	HPR-V Executive Directors Regional Leadership Team
03	3:30 PM	Newport News Implementation Team Meeting
04	11:30 AM	Executive Leadership Team
06	<i>All Day</i>	CIVIC Leadership Institute
06	12:00 PM	H-NNCSB Physicians Meeting
10	1:30 PM	Newport News CPMT
11	10:00 AM	VACSB Executive Director Forum
11	11:30 AM	Executive Leadership Team
11	1:30 PM	Steering Committee
13	2:00 PM	Eastern State Hospital Meeting
17	9:00 AM	H-NNCSB Management Team
17	3:30 PM	Newport News Implementation Team Meeting
17	4:30 PM	Budget, Finance and Audit Committee
17	5:00 PM	Community Relations / Governmental Affairs
18	11:30 AM	Executive Leadership Team
19	1:00 PM	Hampton Adult Drug Treatment Court Graduation
20	5:00 PM	CSB Board of Directors
25		CSB Closed ~ Holiday Observed