



MEETING OF THE BOARD OF DIRECTORS

Thursday, June 15, 2017, 5:00 p.m.

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

Board Officers

Turner M. Spencer, **Chair** Thomas F. Morehouse, III, **Treasurer**
Wanda Rogers, **Vice Chair** Beatrice V. Dahlen, **Secretary**

Members of the Board

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



V i s i o n

The Hampton-Newport News Community Services Board is the premier provider of behavioral health care 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

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

Strategic 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.

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.

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DATE: June 9, 2017
TO: Members of the Board of Directors
FROM: Natale Christian, Executive Director
SUBJECT: **Meeting of the Board of Directors**
Thursday, June 15, 2017 ~ 5:00 p.m.
CSB Campus Board Room, 300 Medical Drive, Hampton, VA

Greetings Members of the Board:

As we come to the close of FY2017, I would like to take this opportunity to thank you for your service to the Hampton-Newport News Community Services Board. We have been faced with many challenges this year, and with your assistance, we have been able to meet those challenges successfully.

I look forward to updating you during the August Board of Director Retreat on our progress towards achieving goals outlined in our Strategic Plan. As requested, I have also invited Dr. Jack Barber, Commissioner, Department of Behavioral Health and Developmental Services (DBHDS), and Mrs. Jennifer Faison, Executive Director of the Virginia Association of Community Services Boards (VACSB), to join us at the Retreat for an update the behavioral health system.

Attached for your review and consideration, Members of the Board of Directors will find the Agenda and Board Package for the Hampton-Newport News Community Services Board FY17 Board of Directors Meeting scheduled on **Thursday, June 15, 2017, at 5:00 p.m. in the CSB Campus Board Room.** Additionally, please be advised that both the **Strategic Planning** and **Community Relations / Governmental Affairs Committee meetings** originally scheduled this month have been canceled and will be held in the new fiscal year. However, all Members of the Board of Directors are welcome to attend the final meeting of the fiscal year of Members of the **Budget, Finance and Audit Committee** scheduled next week on **Monday, June 12th, at 4:00 p.m.**

As always, we look forward to seeing you next week at the Board of Directors Meeting, and we thank you for all you do for the individuals served by the Hampton-Newport News Community Services Board!

NWC:gvm
 Enclosures

MEETING OF THE BOARD OF DIRECTORS

Thursday, June 15, 2017, 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**
4. **Action Items**
 - **A-1** Minutes of the Board Meeting of May 25, 2017
 - **A-2** FY18 Proposed Slate of Officers
 - **A-3** FY17 Evaluation of the Executive Director
 - **A-4** FY18 Executive Director Employment Agreement
 - **A-5** FY18 Board of Director Meeting Calendar
5. **Standing Board Committee Report**
 - Budget, Finance and Audit Committee
6. **Consideration Items**
 - **C-1** 2017 Newport News Juvenile Drug Treatment Court Graduation Ceremony
 - **C-2** FY18 Board of Director Retreat
7. **Information Items**
 - **I-1** Addiction Recovery Treatment Services (*ARTS*)
 - **I-2** STEP Virginia – Same Day Access
8. **Program Highlights**
9. **Adjournment**

ACTION ITEMS

June 15, 2017

A-1. Minutes of the Board of Directors Meeting of May 25, 2017

Issue: Board approval of the Minutes of the Board of Directors Meeting held on Thursday, May 25, 2017.

Background: Minutes of the Board of Directors Meeting held on May 25, 2017, are included in the Board Package on Pages 23-34 for review by Members of the Board of Directors.

ACTION: Board approval of the Minutes of the Board Meeting held on May 25, 2017.

Enclosure: Minutes of the Board of Directors Meeting held on May 25, 2017.

A-2. FY18 Proposed Slate of Officers

Issue: Nomination and Selection Committee Recommendation of the FY18 Proposed Slate of Officers.

Background: One of the annual responsibilities of Members of the Nomination and Selection Committee is to develop the Proposed Slate of Officers for the next fiscal year. For your information, the FY18 Proposed Slate was presented to Members of the Board of Directors at the May 25, 2017, meeting for consideration. The FY18 Proposed Slate of Officers presented at the May meeting of the Board was as follows:

- Mrs. Wanda Rogers, Chair
- Mr. Thomas Morehouse, III, Vice Chair
- Mrs. Pixie Killebrew, Treasurer
- Mrs. Beatrice Dahlen, Secretary

Please be advised that additional Board Member nominations for the FY18 Slate of Officers may be provided during the Board of Directors Meeting scheduled on Thursday, June 15, 2017. **Please note that Members of the Board must approve the FY18 Slate of Officers at the June Meeting.**

ACTION: Board approval of the FY18 Slate of Officers.

A-3. FY18 Evaluation of the Executive Director

Issue: Nomination and Selection Committee Evaluation of Mrs. Natale Christian, Executive Director, Hampton-Newport News Community Services Board.

Background: At its meeting held on May 11, 2017, Members of the Nomination and Selection Committee concluded its annual evaluation of the performance of the Executive Director, Mrs. Natale Christian, as required by the *Code of Virginia*. A copy of the Committee's Evaluation Report was provided to Members of the Board for review as a separate attachment to the June Board Package. Please be advised that a Closed Executive Session of the Board will be called if further discussion is required with regard to the annual evaluation of the Executive Director.

Action: Approval of the Nomination and Selection Committee's FY18 Evaluation of the Executive Director, Mrs. Natale Christian and her work performance.

Enclosure: Copy of the Nomination and Selection Committee FY18 Evaluation Report of the Executive Director, Mrs. Natale Christian. (*Under Separate Cover*).

A-4. FY18 Executive Director Employment Agreement

Issue: Approval of the FY18 Executive Director Employment Agreement.

Background: In addition to the annual evaluation of the Hampton-Newport News Community Services Board Executive Director's work performance, Members of the Nomination and Selection Committee, at its last meeting held on Thursday, May 11, 2017, reviewed the current Employment Agreement and developed a Proposed FY18 Employment Agreement for the Executive Director. Members of the Board will find under separate cover, a copy of the Proposed FY18 Employment Agreement for your review and consideration.

ACTION: Board approval of the FY18 Employment Agreement of the Executive Director, Mrs. Natale Christian.

Enclosure: Proposed FY18 Work Performance Contract. (*Under Separate Cover*)

A-5. FY18 Board of Directors Meeting Schedule

Issue: Board Adoption of the FY18 Board of Directors Meeting Schedule.

Background: For planning purposes, the Board is requested to adopt a Meeting Schedule at the June Meeting of the Board. Please be advised that Members of the Board of Directors have agreed to hold regular meetings on the fourth Thursday of each month at 5:00 p.m. except as adjusted for Board and/or religious holidays. Please note that meetings of the Board of Directors for the Hampton-Newport News Community Services Board are generally not held during the months of July and August, with the exception of the **Board Retreat**.

For your information, please be advised that the FY18 Board of Directors Meeting schedule is proposed as follows:

September 28, 2017	January 25, 2018	May 24, 2018
October 26, 2017	February 22, 2018	June 21, 2018 *
November 16, 2017 *	March 22, 2018	
December 21, 2017 *	April 26, 2018	

* **Note:** Depicts Board of Director Meeting dates proposed earlier in the month.

ACTION: Board Adoption of the FY18 Board of Directors Meeting Schedule.

CONSIDERATION ITEMS

C-1. 2017 Newport News Juvenile Drug Treatment Court Program Graduation Ceremony

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

Background: For several years, the Hampton-Newport News Community Services Board (H-NNCSB) has managed and provided all treatment services for the Newport News Juvenile Drug Treatment Court (NNJDTC) Program. Each year, the program acknowledges the successful completion of the program by its young participants. In honor of these successful participants, the pleasure of your company is requested at the next Newport News Juvenile Drug Treatment Court Program Graduation Ceremony scheduled on **Wednesday, June 28, 2017, at 4:00 p.m.** in the **Newport News City Hall Chambers.**

ACTION: If you have not already done so, please inform Ms. Mercado of your availability to attend this event.

C-2. FY18 Annual Board of Director Retreat

Issue: FY18 Annual Board of Director Retreat.

Background: Members of the Board of the Directors for the Hampton-Newport News Community Services Board schedule a Board of Director Retreat towards the end of the summer to begin the advocacy planning process for the upcoming fiscal year. Board of Director Retreats in the past have been used to discuss upcoming changes in legislation, advocacy items, trainings, CSB program presentations, and other items of interest or concern to Members of the Board.

At the last meeting of the Community Relations / Governmental Affairs Committee held on Wednesday, May 22, 2017, Members of the Committee requested that Mrs. Christian communicate with Commissioner Jack Barber of the Dept. of Behavioral Health and Development Services, and

Mrs. Jennifer Faison, Executive Director, of the Virginia Association of Community Services Boards to extend an invitation to the FY18 Annual Board of Directors Retreat. Please note that the invitation has been extended to the Commissioner for an August meeting date, and once a date has been confirmed, staff will contact Members of the Board of Directors.

ACTION: Staff will contact Members of the Board of Directors with a date for the Annual Board Retreat once confirmed by Commissioner Jack Barber.

INFORMATION ITEMS

I-1. Addiction Recovery Treatment Services (ARTS)

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

Background: The Hampton-Newport News Community Services Board currently provides a full continuum of substance abuse (SA) treatment services to include, Outpatient, Medication Assisted Treatment, Day Treatment, Substance Abuse Case Management, Drug Treatment Courts, Jail Based Services, and Residential Treatment for pregnant women. However, the agency continues to have a waiting list for SA services.

Update: The agency has implemented new guidelines in the Southeastern Family Project and the Hampton Roads Clinic medication assisted treatment program. Effective July 1st, an intensive outpatient and suboxone medication assisted treatment program will be added to our array of services.

I-2. STEP Virginia

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

Background: The *System Transformation, Excellence and Performance in Virginia* (STEP-Virginia) model is designed to assure more consistency of services provided by CSBs across the Commonwealth. Through collaboration between the Virginia Association of Community Services Boards (VACSB) and the Department of Behavioral Health & Developmental Services (DBHDS), STEP Virginia is the system-wide transformation effort and the recommendation of the Deeds Commission (SJ 47) Committee. This model promotes improved access to screening, assessment and treatment.

Unfortunately, The H-NNCSB was not among the first 18 CSBs selected for funding by DBHDS to begin implementation of the Same Day Access Service. We have been advised by the Commissioner of DBHDS that funding was awarded to CSBs who are already providing Same Day Access Services or have contracted with MTM Services to begin the process. However, the H-NNCSB and the other 21 CSBs will receive \$26,000 to begin consultation and training with MTM Services on providing Same Day Access Services. DBHDS has also advised that they plan

to pursue additional funding for the remaining CSBs to implement Same Day Access during the next General Assembly Session.

Update: The H-NNCSB has initiated a contract with MTM Services and are working on the dates to begin consultation, anticipate that this will be after the summer months.

PROGRAM HIGHLIGHTS

YOUTH AND FAMILY CLINICAL SERVICES

Lisa S. Hogge, Director

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

Children's Behavioral Health Urgent Care

- The Children's Behavioral Health Urgent Care Center (CBHUCC) continues to respond to the needs of the region with 38% of the children served being residents outside of the Hampton and Newport News Cities. Collaborative relationships with our mobile crisis partners in the region continue to strengthen. There has been a spike in referrals from the Western Tidewater Children's Mobile Crisis Program, the Children's Reach Regional Mobile Crisis Program and the newly established mobile crisis program in Chesapeake. There has also been a spike in utilization of our services by the Fort Eustis and Langley Pediatric Clinics. There has been direct collaboration regarding complex cases between CBHUCC clinical staff and the Primary Care Physicians, Nurses and Case Managers in order to meet the needs of the children of our active duty military service members. (SO#3)

Adolescent SUD Services

- Ryan Dudley, Clinical Services Administrator, met with the Hampton and Newport News Court Services Unit Directors on May 26, 2017 to discuss the plan for implementation of Adolescent SUD Services (*A-ARTS*), including workflow and service design.
- Dr. Nadia Boyd and Ryan Dudley have refined the service design and workflow for the Adolescent-Specific Substance Use Disorder Services with the framework through the Addiction and Recovery Treatment Services Program (*ARTS*). Anthony Crisp, Lisa Hogge, and Ryan Dudley met on May 17, 2017 to review the implementation plan, including the sites for services. Initial services will be established within the Court Services Units and will expanded to C&A COS during FY18. (SO#3)
- Dr. Boyd and Ryan Dudley are currently collaborating with Horizon CSB and Loudon County CSB regarding their Adolescent SUD Services for information sharing and coordination. (SO#2)

Juvenile Detention Services

- Ryan Dudley has presented a proposal to expand clinical services for individuals in the Post-Dispositional Program at Newport News Juvenile Detention to Dawn Barber, Director of Newport News Juvenile Services. (SO#3C)

NN Juvenile Drug Treatment Court

- The 2017 Juvenile Drug Treatment Court Graduation will be held on June 28, 2017 in the Newport News City Council Chambers. The program will honor two participants and their families. Delegate Mike Mullin is the Keynote Speaker.
- Dr. Boyd will visit her partners at the Chesterfield Juvenile Drug Treatment Court on June 1, 2017 to learn more about their program's dual track as the Newport News Juvenile Drug Treatment Court plans to implement its shorter track in FY2018. The Advisory Team will meet on June 2, 2017 to address final recommendations for the FY2018 application. (SO#2)

Child and Adolescent Comprehensive Outpatient Services: Outpatient Therapy and Children's Behavioral Health Urgent Care

- A seamless transitional process has been established between the Children's Behavioral Health Urgent Care Center (CBHUCC) and Child and Adolescent Comprehensive Outpatient Services. Individuals who complete services at CBHUCC and who are in need of ongoing outpatient therapy are quickly assigned and transitioned to their outpatient therapist. Individuals who also require psychiatry as a component of urgent care are able to maintain their services with the same psychiatrist. The confluence of these programs results in resolution of initial crisis situations and ongoing intervention to assist children and families. (SO#1A)

Therapeutic Mentor Services

- During the month of May, the program continued to sponsor weekly Three on Three Basketball Tournaments for all youth in the program. The focus of the tournament is on the importance of teamwork, positive sportsmanship, and the importance of being physically active. (SO#2)
- Peer groups in May occurred on a weekly basis focused on the importance of self-respect, recognizing personal strengths and cultivating those strengths, and improved decision making skills. (SO#2)
- Numerous youth participated in a "Girls Group" at Buckroe Beach that focused on positive body image, bullying and how to respond, and discussed the "Safe Body Rule." (SO#2)
- Approximately 10 youth were able to harvest produce at College Run Farm in Surry County. Youth that participated were able to ride the Jamestown-Scotland Ferry to the event and harvested pounds of strawberries.
- Several youth attended the Hip Hop Laser Light Show at the Pretlow Planetarium at Old Dominion University.
- Numerous youth attended the Mothers' Day Arts and Crafts group and were assisted in making gift baskets for their mothers or guardians.

Prevention Services

- Prevention Services is in the process of completing the fourth phase of the Department of Behavioral Health and Developmental Services (DBHDS) Community Needs Assessment for the HNNCSB that focuses on the short, intermediate and long term outcomes on marijuana use, tobacco and underage drinking and other drugs for the Cities of Hampton and Newport News. The current phase is designed to identify each objective, related activities and expected declines in use rates. (SO#2A)

- Prevention Services was awarded a \$60,000 Opiate Prevention grant by the DBHDS to reduce the increasing number of opiate related deaths in the Hampton-Newport News communities. These grant funds will require a detailed service delivery strategy with definable outcomes which decrease the prevalence of opiate use in our communities. (SO#2)
- Tobacco prevention efforts remain active. Prevention staff and AmeriCorps volunteers are planning visits to each retail distributor to implement the data collection process on tobacco advertising and promotion in over 200 tobacco retail stores in Hampton and Newport News. (SO#2A)
- Prevention Services, as a member of the Region V Suicide Prevention Task Force, actively implements training and related suicide prevention activities. Over the course of the fiscal year, five Mental Health First Aid Classes have been provided as well as a two-day Assist Suicide Intervention Training. The Region V, 2017 *Suicide Prevention Conference* was held May 24, 2017 at the Renaissance Hotel in Portsmouth with 200 participants. HNNCSB Prevention Services offered numerous scholarships to Hampton and Newport News Public School Counselors. All of the middle and high school counselors of the Newport News Public Schools attended. (SO#2A)
- The Strengthening Families evidence-based program is being implemented at Newport News Juvenile Detention as well as a Latino Speaking Groups in the Newport News, Denbigh community. (SO#2A)

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

Intensive Care Coordination, Urgent Care, & Children's Mobile Crisis Intervention

- Natasha Mobley, LPC, and Beverly Smith, LCSW, attended the Independent Assessment, Certification, and Coordination Team (IACCT), Meet and Greet session on May 1, 2017. Magellan representatives provided an overview of the IACCT process and there were opportunities to meet Magellan staff assigned to Region V. IACCT will begin effective July 1, 2017 and is in place for youth being considered for a residential or group home levels of care through Magellan, and youth will be assessed by a licensed professional in this new program. Coordination will occur with the youth, family, physician, CSA office, Magellan, and involved partners. (SO#3)

Hampton & Newport News Therapeutic Day Treatment (TDT) Services

- Nicole Jackson and Cassandra Vetter, Program Managers have worked aggressively with their staff and our internal and external partners to plan for Summer Enrichment Program (SEP), including sites, transportation, clinical programming, training, and registration. Ryan Dudley and his management team continue efforts to mitigate the impact of TDT regulation changes and reinterpretations. On May 12, 2017, Mr. Dudley met with Beverly Smith and the C&A Case Management Supervisory Team to discuss retention strategies and joint engagement of consumers to avoid any disruption in TDT services. (SO#2&3)
- The next TDT Coalition Meeting will be held on June 9, 2017 at the Richmond Behavioral Health Authority. HNNCSB leads the TDT Coalition at this critical time in which there are plans for a statewide redesign of services. Nicole Jackson and Ryan Dudley continue to provide leadership and expertise to our CSB colleagues throughout the state as one of the largest and most innovative providers of TDT services.

Child and Adolescent IDD CM

- Tracey Charity Ray, Manager, attended the Hampton City Schools Transition Services Program Awards Ceremony honoring students and businesses who have participated in HCS Transition Programs on May 25, 2017. Mrs. Ray represents the HNNCSB for both the Transitional Services Program and Project Search for Hampton and Newport News Public Schools.

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, Nursing Supervisor and Program Manager coordinated to ensure that all clients' medical and psychiatric appointments were scheduled accordingly. Clients are accompanied to their appointments.
- Program Nurse has scheduled yearly physicals for all clients for the remainder of the year, which are in progress.

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

Regional Supervised Housing / Transcend Place

- One (1) part time staff accepted a full time position with an IDD program within the agency.

Adult Mental Health Case Management

- One supervisor and two case managers attended the person centered training on May 18th and 19th. Both supervisors attended a round table discussion with the Newport News Fire and Rescue Department, NN police department, NN Social Services, and one of the NN city planners to address the excessive use of 911, how our consumers impact this, and what can be done to change the excessive use of 911. Supervisors have been invited back to continue the discussion, this has not been scheduled yet.

Enhanced Care Coordination Case Management

- ECC/CM attended a Virginia Premier Provider education meeting on Wednesday May 17 regarding: Managed Long Term Services and Supports/ Commonwealth Coordinated Care + updates, Virginia Premier Complete Care, and Virginia Premier Commonwealth Coordinated Care claims.

PATH/Newport News Outreach/Safe Harbors/Project Onward

- Homeless Management Information System online quarterly training was completed by Supervisor and 3 other staff. This was a refresher on inputting quality data
- PATH Outreach Assistant has been busy with peer support training.

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

Road 2 Home

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

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

Adult Mental Health Case Management

- During May 9 Medicaid clients and 2 GAP client were opened. During May, 15 referrals were assigned (12 Medicaid & 3 GAP) and CM's are attempting to open these referrals.

Enhanced Care Coordination Case Management

- Waiting List: 8
- 2 opened in May
- 2 to open in June
- Vacancies: 7
- Discharge: 1 in May

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

Adult Mental Health Case Management

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

Enhanced Care Coordination Case Management

- ECC/CM continue to meet with the 3 MCOs every 90 days.

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

- CM's 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 expanded access.

Regional Supervised Housing / Transcend Place

- The house remains full at 12.

Enhanced Care Coordination Case Management

- Total of 41 enrolled. Two scheduled to be opened in June. Five more to be opened within the next two months and caseloads will be full at that time.

Road 2 Home

- The month of May we have outreached a total of 34 individuals and program enrolled 3 and housed 2.

Adult Mental Health Case Management

- Total of 470 clients enrolled in AMHCM, 36 are GAP.

PATH/Newport News Outreach/Safe Harbors/Project Onward

- Currently PATH has 34 clients, NN Outreach has 40 clients. 8 individuals are residing in PATH emergency housing, 14 of 16 beds filled in Onward and 23 of 23 beds filled in Safe haven.

III. Service recognitions and/or other items you want to brag about that is relevant to your service area.**PATH/Newport News Outreach/Safe Harbors/Project Onward**

- Supervisor attended the Greater Virginia Peninsula Homeless Consortium (GVPHC) general membership meeting. The point in time (PIT) count from January 2017 was discussed at length. The individuals who assisted on the count did a great job. More individuals we located this year. This year we have two additional outreach teams. (Road 2 Home and the GVPHC outreach team). The Newport News police have also assisted in the count over the past two years and have provided locations previously unknown. PATH, NN Outreach and Safe Harbor and Onward staff assisted with the PIT. Great Job!

MEDICAL SERVICES

Baltej S. Gill, M.D., D.F.A.P.A., Senior Medical Director
Anne Whitaker, Director of Nursing Services

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

PACT continues to provide group activities for the individuals they serve, specifically a Walking group, a Healthy Living group, and a Women's Assertiveness group.

Bright Beginnings continues to offer a daily walking group for physical fitness as well as various community outings to encourage community integration.

SEVHS and Genoa Pharmacy Services continue to grow here on campus. Individuals report enjoying the convenience of seeing their PCP on campus and appreciate being able to fill their prescriptions here on campus.

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

Adult Comprehensive Outpatient Services (ACOS) remains down two psychiatric provider positions. We continue to have a growing wait list for Medication Management Services of approximately 380.

We are happy to report that despite being down a therapist, ACOS Therapy Services has a wait list of 11. We continue to interview and are actively recruiting for a LCSW.

The wait list has been eliminated for those Individuals applying for GAP.

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

PACT and Forensic PACT was able to exceed monthly revenue targets in May and once again was recognized as an Over Achiever the month. Way to go PACT!

Bright Beginnings exceeded their monthly billing target for this month. Keep up the good work!

ACOS Medication Management Services and Therapy Services again were unable to meet monthly target due to vacant positions.

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

Bright Beginnings continues their “open door” policy accepting referrals from private MHSB providers in the community and maintaining collateral contact to coordinate care. Individuals can walk in the door and request referral for services, and PSR has a good relationship with several of the private MHSB providers in the localities.

ACOS continues to work closely with local hospitals, jails and primary care providers including SEVHS, Brentwood, EVMS and the Lackey Clinic to ensure effective communication in providing care for the individuals we serve.

Professional Development

Dr. Gill and Anne Whitaker attended the 3rd Annual Mental Health Summit at EVMS on May 9.

Jewel Campbell, Clinical Assistant and Amy Emilio, Service Coordinator attended 2017 Adult Outpatient Restoration Training in Chesapeake, Virginia May 17 and 18.

Sherri Carrigan, ACOS Peer Specialist is participating in the HNNCSB Peer Recovery Specialist’72 Hour Training to meet the DBHDS new curriculum for her certification.

Deloris Green, Office Associate and Mechelle Deloatch, LPN attended the 2nd Annual Regional Suicide Prevention Conference May 24 in Portsmouth.

Dr. Paula Markham attended EVMS Psychiatry and Behavioral Sciences ACT Workshop on Acceptance and Commitment Therapy II presented by Joseph Rhinewine, Ph.D. Director, Portland Mindfulness Therapy Portland, Oregon on May 17.

Elisabeth Bauswell, LPC and Nerine Pete, LPC attended “Recognizing and Responding to Suicide Prevention Risk” May 22 and 23 at Tidewater Community College in Virginia Beach.

SUBSTANCE ABUSE SERVICES

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

Partners in Recovery (PIR)

- PIR participated in SAPT Block Grant Audit. SO# 1&3

Peer Recovery Services (PRS)

- Peers Recovery Specialist, working in the Roads to Home Program, have created a presentation for the participants of Hampton HUD Housing on smoking cessation and recovery. (SO#2C)
- VOCAL Conference “I Am Enough” May 22-24 held in Portsmouth, VA(SO#2D)
- PRS 72 Training (Training 1) commenced on May 4 and is held every Thursday and Friday from 9am-5pm with 12 participants. (SO#2C)
- PRC developed a Program Description for H-NNCSB Peer Recovery Services as defined in the Virginia Emergency Regulations for Peer Services in the ARTS Waiver. The draft document is pending approval.
- PRC working alongside Clinical Documentation Trainer, Shannon Richardson, to develop forms to meet the July 1st ARTS Peer Reimbursement standards. (SO#3A)
- Alethea Lambert, The Peer Recovery Coordinator, was an Alumni speaker at this year’s Hampton Drug Treatment Court Annual Cookout. (SO#3B)

South-Eastern Family Project (SEFP)

- SEFP has partnered with the Hampton Links program, and the SEFP community garden project began on 5/19/2017. The first planter has been filled with cherry tomatoes, yellow squash, eggplant and red, yellow and green peppers. (SO #2)
- SEFP has completed the installation of all flooring (tile/carpet) in the building. SEFP is planning to host an open house in the spring, inviting community referral sources, partners and volunteers to this event. (SO #1)
- SEFP’s peer recovery specialist has worked closely with Virginia Department of Rehabilitative Services to link the clients currently enrolled in the program to vocational resources available for the client after discharge. She has also coordinated and linked our clients with “Good Will” via a tour and information session. They provided, education about their services and employment opportunities with the company. (SO #2)
- SEFP has obtained a new nurse and is currently in training. (SO #1)

Substance Abuse Case Management (SACM)

- Training for the Substance Abuse Residential Purchase of Service (SARPOS) fund utilization was completed for PIR and Emergency Services teams (SO #1).
- The Program Supervisor attended Future Directions and Re-entry: People, Policy, and Progress provided by the Office of the Attorney General (SO #3).
- The Memorandum of Understanding with the Hampton and Newport News Department of Human Services for substance abuse education and support services was reviewed and approved by both cities and will be renewed for fiscal year 2018 (SO #3).

Drug Treatment Courts

- May was National Drug Court Month. Both the Hampton and the Newport News Drug Courts provided various social and celebratory activities with participants.

2. **Productivity/Utilization Status (related to service barriers and/or expanded access)**

Partners in Recovery (PIR)

- PIR filled the position for the Adult Day Support Counselor for the Next Step Psychosocial Program; counselor scheduled to start on 6/19/17. SO #1
- Next Step Psychosocial Program has 27 individuals currently enrolled, with a maximum capacity of 30. SO#3
- PIR Outpatient Treatment has 85 individuals currently enrolled. SO#3
- Counselor from Hampton Roads Regional Jail transferred to Hampton Jail Annex and the Counselor from the Hampton Jail Annex transferred to Project Link Men's Substance Abuse Case Management. SO #2
- Project Link Substance Abuse Case Manager Supervisor and Substance Abuse Counselor that manages the SARPOS funds, attended the PIR all staff meeting on 5/9/17 and discussed the process and paperwork for making referrals for individuals needing detox and residential treatment services at Boxwood and The Farley Center. PIR counselor coordinated services for 3 individuals for detox and 3 individuals for Residential services. SO #1
- PIR Program Manager conducted Quarterly Chart Reviews for each clinician. SO# 1&3

Substance Abuse Case Management (SACM)

- The Memorandum of Understanding with Richmond Behavioral Health Authority Substance Abuse Residential Treatment Services was finalized. This will afford the agency the ability to utilize Substance Abuse Residential Purchase of Service (SARPOS) funding for medical detoxification and residential substance abuse treatments services for individuals in our community.

Drug Treatment Courts

- Hampton Drug Treatment Court has a total of 25 active participants (3 are of the Veterans Court).
- 20 of the 25 participants are currently employed, 2 receive disability benefits, 1 is a full-time student and 2 are unemployed.
- There was a total of 2 new admissions for the month of May.
- Newport News Drug Treatment Court has a total of 26 active participants for the month of May.
- 21 of the 26 participants are currently employed, 5 are unemployed (3 of the 5 are receiving disability benefits).
- There was 1 new admission for the month of May

Hampton Roads Clinic (HRC)

- Total admitted for the month 1
- Pregnant Clients: 3
- Discharges: 12
- Waiting list and/or any other barriers to service for the month is 65.

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

Partners in Recovery (PIR)

- PIR Program Manager attended an ARTS training session held in Richmond, VA., surrounding Office Based Opioid Treatment (OBOT), in preparation for implementation of OBOT at PIR, effective 7/1/17. SO #1&2

- PIR Program Manager attended the monthly Re-entry meeting for Hampton and the Re-entry Housing Sub-committee Meeting. SO#3
- PIR Program Manager attended an in service regarding the new agency guidelines surrounding providing Clinical Supervision for staff seeking licensure for LPC and LCSW. SO #3

South-Eastern Family Project (SEFP)

- The majority of SEFP staff are now REVIVE trained. (SO #2)

Drug Treatment Courts

- Staff leaders attended the CCJB Board Meeting at the Newport News Sheriff's Office Speaker: Ruth Hill of "The Healing Place" of Hampton Roads did a presentation.
- On May 4, 2017, Hampton Drug Treatment Court Advisory Committee held its quarterly meeting.

4. Service Recognitions and/or items relevant to service area

Partners in Recovery (PIR)

- PIR Program Manager and Office Associate attended the Agency's Employee Service Luncheon in recognition of 5 years of service for the Office Associate, 10 years of service for the Accounts Receivable Site Specialist and 10 years of service for the Program Manager. SO#3

South-Eastern Family Project (SEFP)

- Tambrya Klemer, Program Manager was recognized for 22 years of service at the Hampton-Newport News Community Services Board. (SO #3)

Substance Abuse Case Management (SACM)

- Project Link Case Manager celebrated 15 years with the agency at the annual agency employee anniversary luncheon.

INTELLECTUAL AND DEVELOPMENTAL DISABILITY SERVICES

Carol McCarthy, Director

1. Division Goals

Maintain financial performance necessary for the continuing provision of quality services

The Creative Options Day Support program currently has an enrollment of 115 individuals with an average daily attendance of 86 individuals. Creative Options is expecting three new admissions within the next thirty days.

REACH currently has 154 active clients receiving services within the community. There were 15 individuals that utilized the Crisis Therapeutic Home of which 10 were crisis, and 5 were a step-down from the psychiatric hospital. In addition there were 318 calls to the crisis line:

- ***123 - crisis calls***
- ***195 - non-crisis/informational***
- ***120 - involved Emergency Services personnel***

➤ **67 - police involvement**

Support Coordination provided supports to 626 individuals of which 537 are wavier recipients. The Wavier Waiting list consist of the following:

- **Priority 1 - 65**
- **Priority 2 - 243**
- **Priority 3 - 139**

There is one resident vacancy in Terrace place which will be filled in June by an individual transferring from Aberdeen Gardens. One individual will be moving to Gilbertson Lodge from Duval in June which will leave one remaining vacancy at Gilbertson Lodge. A prospective candidate who currently resides at Southeastern Virginia Training Center was evaluated; however, he was not recommended for placement due to the level of support required to address his significant behavioral needs.

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

DBHDS offered training on ***“Engagement and Coaching”*** which is a new wavier service.

Community Engagement provides support and fosters individuals to acquire, retain, or improve skills necessary to build positive social behavior, interpersonal competence, greater independence, employability, and personal choice necessary to access typical activities and functions of community life such as those chosen by the general population.

Community Coaching means a service designed for individuals who need a one-to-one support in order to develop a specific skill to address barriers preventing that individual from participating in community engagement services.

REACH continues to provide and attend trainings. The REACH Director continues to attend and participate in regional meetings, including but not limited to CSBs, provider roundtable, support coordination, ES council, and MH/SA Council. REACH data continues to be shared with these entities and questions are always welcomed and answered related to the data. In addition the REACH Director attended the following meetings:

- Hampton Special Education Advisory Council provider fair on April 18, 2016 in an effort to provide information related to referral and access to the Adult REACH program.
- Regional Support Coordinator Meeting on May 23
- Regional Provider Roundtable meeting on May 24.
- 2nd Annual Child REACH Conference on May 19 at the Great Wolf Lodge in Williamsburg, VA. The Region V Adult REACH Director, Child REACH Director, DBHDS Community Support Services Director, and DBHDS Community Resource Consultants participated on an expert panel answering questions from the conference attendees related to REACH services and community based services offered in the Region as well as statewide.

The REACH continues to receive training with Christine Holland, Director of The Learning Institute with Commonwealth Autism for Onsite Coaching for the CTH and Mobile Team staff.

There will be a total of 5 additional coaching sessions that will take place during the months of June and July. There are 4 staff identified from the CTH and 3 staff from the Mobile Team who will participate in the training.

The REACH Clinical Director provided a training on “Autism” to Southeastern Virginia Training Center staff on May 9. She is planning to start up offering monthly trainings throughout the Region V area in the coming months.

Residential Services is still on track to obtain certification for Aberdeen’s conversion from a Waiver home to an ICF (Immediate Care Facility); however, the change is now projected to go into effect on July 10th due to the first of the month falling on the weekend and the Fourth of July holiday occurring after that.

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

The individuals chose to participate in an Elegant Ball which will take place in July and is being coordinated by Ms. Jane Hobbs. The individuals are preparing for a “***Day for People with Disabilities***” which will take place at the Norfolk Zoo on June 17th. Several individuals are preparing to participate in the Special Olympics State Games in June.

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

The IDD Leadership attended the Region V Provider Roundtable during the month. The topics of the meeting included adhering to the CMS/HCBS guidelines, managing the service authorizations in DBHDS’s waiver system, and updates on DMAS audits. Areas identified and cited during those DMAS audits included employee files not including criminal background checks and reference checks, skill-building outcomes not included in the plans, progress notes that lacked detail, lack of a service plan in the records, health and safety needs not being addressed in the plans, and individuals’ satisfaction not being captured in the reviews.

Commonwealth Coordinated Care Plus is a required managed long term services and supports program for individuals who are either 65 or older or meet eligibility requirements due to a disability. The program is integrated medical, behavioral health, and long term services and supports into one program and provides care coordination for members. The goal of this coordinated delivery system is to improve access, quality and efficiency. As a result of this requirement, the Support Coordinator program will be sending over 500 letters to individuals that receive Wavier and Elderly and Disabled Consumer Directed services. These individual will be assigned a managed care provider by 8/1/17. The providers that are participating include ***Aetna, Optima, Magellan, United Healthcare, Anthem, and Virginia Premier***. The goal is to mail the letters to the individuals by June 15th.

All providers of Medical group home residential, sponsored residential, supported living and group day will be required to complete a “***Home Community Based Services (HCBS) Provider Self - Assessment by 6/30/17***”. The purpose of this survey is to determine if these programs are in compliance with the ***CMS (Center for Medicare & Medicaid Services) Rule***. The CMS Rule compliance date has been extended to March 10, 2022. The rules, guidance and other relevant material can be found at the CMS website at <http://www.medicaid.gov/Medicaid-CHIP-Program->

[Information-/ByTopics/Long-Term-Services-and-Supports/Home-and-Community-Based-Services.html](#).

Service Recognitions and/or items you want to brag about that is relevant to your service area

The IDD Division had several staff recognized at the “*Employee Recognition Luncheon*”.

Ms. Lennis Whitaker- 10 years

Ms. Susan Geary-10 years

Ms. Niki Ortega-10 years

Ms. Denise Bryant-15 years

Ida Stiff- 25 years

CRISIS SERVICES

Derek Curran, Director

1. **Crisis Stabilization Unit**
 - 331 bed days occupied
 - 53 clients served
 - 10.6 clients per day; that meets and exceeds the 75% census threshold outlined in the state performance contract
 - The CSU received a provisional license to provide medically monitored withdrawal services (detox)

2. **Emergency Services**
 - Emergency Services staff conducted 299 face-to-face crisis intervention assessments during the month of May. Of those assessments, 101 individuals were admitted to an acute psychiatric unit via a Temporary Detention Order, and 198 were referred to less restrictive treatment options.
 - Emergency Services staff conducted assessments and also made recommendations to the court for 95 individuals who went to a commitment hearing at Riverside Behavioral Health or the Hampton Veteran’s Administration Medical Center.

3. **Jail Diversion/CIT/ Restoration Services**
 - Staff presented on mental health reentry needs at the Virginia Department of Corrections Symposium on May 4th
 - Staff attended the 5th Annual Virginia CIT Coalition state conference on May 7th – 9th that it helped plan
 - At the Virginia CIT Conference, program staff recognized by Governor McAuliffe for establishing the CIT program initiative 2009 and its statewide development since that time
 - Also at Virginia CIT Conference, program staff recognized by fellow VACIT leadership for contributions to the coalition and CIT development as program staff stepped down from having a leadership role since 2009
 - Staff continue to work with HRRJ in support of a DCJS grant they received to provide services. A portion of this grant will support one full time case manager to the Forensic Services Program to address reentry needs of HNN consumers at the HRRJ
 - Jail Diversion was able to successfully divert three individuals with mental illness from correctional custody to more appropriate community based treatment placements in May

- Jail diversion crisis assessment and counseling contacts totaled 53 sessions in May
- Restoration Services had one case closed and received one new orders for services making for a total of nine active cases at present

4. Consumer Monitoring

- 91 consumers served this month

5. NGRI Services

- 58 NGRI's managed- 20 on conditional release, 38 in state hospital (ESH or CSH), 4 temporary custody (pending decision of unconditional release, conditional release or commitment)
- 2 NGRI discharges
- 1 New NGRI admissions to CSH (Central State Hospital)

6. Reinvestment /Mobile Crisis Response Team

- 83 consumers served this month
- 33 consumers admitted to psychiatric facilities this month

COMMUNICATIONS AND BUSINESS DEVELOPMENT

Sherry Hunt, Director

1. Business Development Activity

- Continued in role of project lead/grant writer on the SAMHSA Promoting Integration of Primary and Behavioral Health Care (PIPBHC) grant.
- Submitted remaining sections of the SAMHSA PIPBHC grant.
- Participated on conference call on May 12, 2017, along with DBHDS, Governor's office, Harrisonburg CSB and SEVHS, to discuss final items needed for the SAMHSA PIPBHC grant submission.
- Prepared materials for and discussed and disseminated information on CURES Act funding for opioid treatment in Virginia at the Hampton-Newport News Community Criminal Justice Board meeting on May 18, 2017

2. Marketing Activity

- Held the third meeting of the Social Media Task Force on May 18, 2017, in which we reviewed and a preliminary draft of a Social Media policy for HNNCSB employees.
- New HNNCSB Website was deployed on May 15, 2017. Continue to work with all division directors and program managers to provide updates to their program content for the new H-NNCSB website. Continue to work with IT to make the necessary updates, review the new website design and flow and make recommendations for changes.
- Developed Press release announcing our Hall of Fame and Employee Service Award Luncheon and worked with Daily Press personnel to get the release published in the online and print versions of the paper.
- Secured commitments from a few peer recovery personnel to publicize their stories in news media outlets, namely the Daily Press.

3. Legislative Activity

- Distributed a summary and outcomes from the VACSB Public Policy Committee meeting held on May 25, 2017 in Richmond.
- Working on the development of a political activity calendar for the board and staff as part of my work plan.

4. Upcoming Events

- Celebrate Fathers & Role Models event to be held on June 10, 2017
- Sister David Ann: Summer 2017 Community Explosions event to be held at Colonial Landing Apartments on June 16, 2017.
- VACSB Public Policy Committee meeting to be held on June 22, 2017 in Richmond, VA.
- Juvenile Drug Court Graduation to be held on June 28, 2017

5. Meetings Attended

- Attended the VACSB May 2017 conference, *At the Crossroads of Quality, Innovation and Excellence*, on May 3-4, 2017.
- Attended overview meeting for the DBHDS site visit/review of SA and MH services on May 11, 2017.
- Attended SAARA of the Peninsula meeting on May 16, 2017.
- Attended Hampton-Newport News Community Criminal Justice Board meeting on May 18, 2017.

HUMAN RESOURCES AND TRAINING SERVICES

Kimberly Thompson, Director

1. Human Resources

The Human Resources department is committed to filling vacancies with highly qualified candidates. During the month of May there were 11 new hires; 8 full-time, 2 part-time and 1 Intern for the month. The new hires include 2 Behavioral Counselors, 1 Therapist I, 2 Community Services Associate II, 1 Resource Development Specialist, 1 SUD Counselor, 1 SA Services Supervisor-RN, 1 Facilities Maintenance Technician and 1 Environmental Services Worker.

During the month of May continued recruitment for Interns for the Fall Semester remained open until May 7th. In addition the New Clinical Supervision Policy and process was presented through Informational Sessions for all employees currently receiving clinical supervision and employees interested in clinical supervision. This new process will begin July 1st.

2. Training Services

- During the month of May 2017, Agency staff completed over 1400 online courses and 327 classroom courses.
- Training Staff participated in the 2nd Annual Regional Suicide Prevention Conference in Portsmouth: Connections Matter.
- An Applied Suicide Intervention Skills Training was scheduled for August 2017 with Mental Health First Aid sessions scheduled to restart in the late summer of 2017.

- Work was started on updating some core courses for updates as required by changes in requirements with implementation over the summer.

3. Committee Updates

➤ Wellness Committee

On May 10th, the Wellness Committee sponsored a Stress Management session presented by Bon Secours Employee Assistance Program. Upcoming sessions in June will include Stress Free Leadership Session and The Basic of Credit. The committee continues to send “Wellness Wednesdays” emails to staff with educational materials on maintaining and improving ones overall health.

➤ Compensation Study

In May 2016, H-NNCSB contracted with SESCO Management Consultants to review and challenge our compensation program and to update it to ensure the CSB offers an externally competitive and internal equitable total rewards package was completed. The processes included a job analysis, several external compensation data request, pay grade development, and a costing of the recommendations. There were 20 survey participants which included 13 CSBs, Cities of Newport News, Chesapeake, Virginia Beach and Portsmouth, and a few private behavioral health organizations.

Based on the survey data received a new salary range and position grade listing was developed with updated hire, target and maximum salary rates. The new salary grade listing included the establishment of 20 pay grades with a 40% spread between hire and maximum rate. Once the data was reviewed, analyzed and compared to our current staff salaries it revealed we have fewer than 18 employees below the hire rate. These staff will be notified over the next few weeks and effective July 1st, they will be moved to the new hire rate.



MEETING OF THE BOARD OF DIRECTORS

Thursday, May 25, 2017, 5:00 p.m.

CSB Campus Board Room

- Present:** Dr. Spencer, presiding; Mrs. Bethune-Hill; Mrs., Cieszynski; Mrs. Dahlen; Dr. Davidson; Mr. Gray; Mr. Morehouse; Mrs. Owens; Sheriff Roberts; Mrs. Rogers; Mrs. Stewart; Mr. Supler; and Mrs. Thomas
- Staff:** Mrs. Christian; Mr. Crisp; Mr. Barker; Mrs. Barnes; Ms. Cipriano; Mrs. Hogge; Ms. Lambert; Mrs. McCarthy; Ms. Newlon; Mr. Simons; Ms. Thompson; Ms. Walker; Ms. Mercado; and Mrs. Harris
- Guest(s):** N/A

CALL TO ORDER

Dr. Spencer called the Meeting to order at 5:00 p.m., and welcomed Members of the Board, guests, and staff to the May 25, 2017, Meeting of the Board of Directors for the Hampton-Newport News Community Services Board (H-NNCSB).

REMARKS OF THE CHAIR

Board Member Condolences

On behalf of Members of the Board of Directors and H-NNCSB Staff, Dr. Spencer extended condolences and shared deepest sympathies to Mrs. Arva Davidson on the recent loss of her Father. Mrs. Davidson thanked everyone for being there and noted her appreciation for all the cards, text messages, and beautiful flowers she received from Members of the Board of Directors and staff.

Board Member Attendance

Dr. Spencer announced to Members of the Board of Directors that Dr. Elva Williams Hunt and Ms. Morgan Russell had communicated their inability to attend the Meeting of the Board of Directors.

**Introduction of
 Guest(s)**

Mrs. Christian introduced **Mr. Joel Cullum, SESCO**, who would be providing Members of the Board with H-NNCSB Compensation Study Outcomes Presentation provided on the meeting agenda.

**Employee
 Recognition**

Mrs. Christian used this opportunity to introduce Mr. Dean Barker, CIT Coordinator, for his recent CIT Recognition and Award from Governor McAuliffe. Mrs. Christian advised Members of Mr. Barker receiving not one, but two Awards as CIT Coordinator, noting that he is known across the Commonwealth of Virginia for helping other localities get their CIT Training started. Mrs. Christian read one of the Awards presented to Mr. Barker and stated that Members should be very proud of the work that has been done.

Other Remarks

Dr. Spencer advised Members of the Board of Directors that as a result of the Budget, Finance and Audit Committee meeting scheduled the past Monday, namely, May 22, 2017, Members had one additional Item of Action seeking Board approval for the evening.

**PUBLIC
 COMMENT**

There were no public comments received from the audience.

ACTION ITEMS

A-1.

The **Minutes of the Board of Directors Meeting held on April 27, 2017**, were unanimously accepted as presented.

A-2.

Mrs. Izabela Cieszynski, Chair of the **By-Laws Committee**, reported that Members of the By-Laws Committee met on Wednesday, May 10, 2017, at 4:30 p.m. in the CSB Campus Board Room to conclude their annual review of the Hampton-Newport News Community Services Board *By-Laws and Policy Manual* for FY17 in compliance with Article X of the Board By-Laws. She advised Members that a Report of their meeting had been provided for Members of the Board in their Red Folders.

Mrs. Cieszynski continued her report stating that briefly, as provided in the previous progress update to Members of the Board of Directors at their March 23, 2017 Meeting, Members of the By-Laws Committee reviewed Board By-Laws Article VIII, Section 4(h), which had been returned to the Committee for language

clarification last fiscal year. She noted that Members of the Board of Directors will be pleased to know that as a result of the Committee's review they had devised the most appropriate language to be recommended for consideration. More specifically, Mrs. Cieszynski Members of the By-Laws Committee agreed that Board By-Laws Article VIII, Section 4(h) should be added to the Board By-Laws and state the following:

“The Nomination and Selection Committee, under the direction of the Board of Directors, shall coordinate the selection process of the Hampton-Newport News Community Services Board Executive Director in accordance with the Department of Behavioral Health and Developmental Services requirements.”

Mrs. Cieszynski brought to Members attention that in compliance with Article IX of the Board By-Laws, written notice was provided to Members of the Board of Directors regarding the proposed language clarification by electronic mail immediately following the By-Laws Committee meeting held on Wednesday, May 10th. She also shared that a copy of this emailed notice had been provided for Members of the Board in their Red Folders.

In closing, Mrs. Cieszynski announced that it was the recommendation of the By-Laws Committee that Members of the Board approve the language clarification for Board *By-Laws*, Article VIII, Section 4(h), as presented, for inclusion into the Hampton-Newport News Board By-Laws.

Action

There being no discussion, Members of the Board of Directors approved the language clarification for Board By-Laws, Article VIII, Section 4(h), as presented, for inclusion into the Hampton-Newport News Board By-Laws.

A-3 & A-4.

Following information from Dr. Spencer that Mrs. Wanda Rogers, Vice Chair, would be providing Members of the Board with the 3rd and 4th Action Items simultaneously, from Members of the **Budget, Finance and Audit Committee**, since these Action Items correlate to similar fiscal matters, Mrs. Rogers reported that Members of the Budget, Finance and Audit Committee met earlier in the week on Monday, May 22, 2017, at 4:00 p.m. to receive the Hampton-Newport News Community Services Board FY18 Proposed Budget and updated FY18 Community Services Performance Contract presentation from staff. She shared that Members of the Committee were also provided with the annual review of the H-NNCSB Line of Credit renewal. Members were informed that a copy of the FY18 Proposed Budget and updated FY18 Community Services Performance Contract Presentation had been provided in their Red Folders for your convenience.

Mrs. Rogers advised that at the meeting on Monday, Ms. Denise Newlon, Chief Financial Officer, presented Members of the Committee with a presentation of the FY18 Proposed Budget and updated FY18 Performance Contract for Committee consideration. In the presentation, Members were informed of the Principles, Environment, and Assumptions of the FY18 Budget along with Budget Highlights and concerning Trends. She noted that the Committee was also advised that the updated FY18 Performance Contract serves as the primary accountability and funding mechanism between our Hampton-Newport News Community Services Board and the Dept. of Behavioral Health and Developmental Services, and described the agency's commitment to the individuals served and the cities of Hampton and Newport News. Mrs. Rogers announced a few budget highlights that reflected the FY18 Budget takes into consideration Strategic Plan Initiatives; it allowed for a contribution of \$500,000 into the H-NNCSB Operating Reserve; provided a 2% COLA increase for all employees; and allowed for Phase 1 implementation of the compensation study, to name a few. She noted that the Budget presentation continued with Ms. Newlon reporting on revenue received from programs along with changes in Federal, State, Local and earned revenue. Mrs. Rogers noted that the presentation pointed out that the Hampton-Newport News Community Services Board actually earns approximately 61% of its core budgeted revenue. She also advised Members of an increase in local funding in the amount of \$34,000 from the City of Hampton.

Finally, Mrs. Rogers informed Members of the Board of Directors of a few concerning budget and environmental trends and/or challenges which contributed to a decline in fee revenue. Some challenges included regulatory changes; changes in the operating environment which have highlighted the importance of recruiting and retaining licensed and credential-able clinical staff; a continued focus on census reduction at Eastern State Hospital; and the implementation of Waiver Redesign. She asked Members of the Board to please note that in accordance with the Performance Contract, once approved by Members of the Board of Directors, staff will seek City Council approval of the FY18 Budget and updated Performance Contract from both the Cities of Hampton and Newport News for prompt submission to the Dept. of Behavioral Health and Developmental services.

In closing, Mrs. Rogers announced that it was the recommendation of the Budget, Finance and Audit Committee that Members of the Board approve the FY18 Budget and updated Performance Contract for the Hampton-Newport News Community Services Board.

Actions

There being no discussion, Members of the Board of Directors approved the FY18 Budget and updated Performance Contract for the Hampton-Newport News Community Services Board as presented.

A-5.

Mrs. Wanda Rogers was asked by Dr. Spencer to provide Members of the Board of Directors with the additional Item of Action from Members of the Budget, Finance and Audit Committee where she reported that in addition to the FY18 Budget and updated Performance Contract, at the Monday, May 22nd, meeting of Members of the Budget, Finance and Audit Committee, they also received a request from staff regarding the annual renewal of the Hampton-Newport News Community Services Board Line of Credit up to \$3,000,000. She shared that Ms. Newlon, Chief Financial Officer, advised Members of the Committee that while the Line of Credit had not been used since 2014, it was still fiscally responsible to have the Line of Credit available. Mrs. Rogers offered that Members of the Budget, Finance and Audit Committee recommended that Members of the Board of Directors approve the FY18 Line of Credit renewal up to \$3M.

Action

There being no discussion, Members of the Board of Directors approved the FY18 Line of Credit renewal up to \$3M for the Hampton-Newport News Community Services Board.

COMMITTEE REPORTS

By-Laws Committee

Mrs. Cieszynski reported that as noted earlier in the meeting, Members of the By-Laws Committee met to conclude their review of the FY17 Board By-Laws and Policy Manual. She continued that while there were no changes made to the CSB *Policy Manual*, Members of the Committee used their review opportunity this year to bring the By-Laws up-to-date with current CSB practices as they related to Board Member responsibilities regarding the hiring practices of the Executive Director. Mrs. Cieszynski announced that Member of the Committee wanted to take the opportunity to thank those Members of the Board who provided any input regarding the annual responsibility of conducting a thorough review of the CSB Board By-Laws and Policy Manual.

Nomination & Selection Committee

Mrs. Mary Stewart, Committee Chair, stated that as noted by Dr. Spencer, Members of the *Nomination and Selection Committee* held their last meeting of the fiscal year on Thursday, May 11, 2017, at 4:00 p.m., where they concluded reviews regarding Board Membership Terms, the FY18 Proposed Slate of Officers, and completed the evaluation of the Executive Director, Mrs. Natale Christian. She shared that a copy of the "*Confidential Evaluation Report*" would be provided to Members with their June Board Package for consideration, and advised that Action is to be taken at the Board Meeting in June.

Mrs. Stewart announced that in compliance with Hampton-Newport News Community Services Board By-Laws, Members of the Nomination and Selection Committee are to prepare a Slate of Officers to be considered by Members of the Board for the next fiscal year and present our proposed Slate at the May Meeting of the Board of Directors to enable election of Officers to be held at the June Meeting of the Board.

Accordingly, Mrs. Stewart continued providing information from her Committee where she noted that in connection with one of the Consideration Items this month, she was pleased to present to Members of the Board of Directors the FY18 Proposed Slate of Officers recommended by Members of the Nomination and Selection Committee as follows: **Chair: Mrs. Wanda Rogers; Vice Chair: Mr. Thomas Morehouse; Treasurer: Mrs. Pixie Killebrew; and Secretary: Mrs. Beatrice Dahlen.** She asked Members to please be advised that if there are no further nominations received from Members of the Board of Directors for consideration to this proposed Slate of Officers, Members of the Nomination and Selection Committee would seek Members of the Board to take Action on the FY18 Proposed Slate of Officers, as presented, at the next Meeting of the Board of Directors scheduled on Thursday, June 15, 2017.

Additionally, in the area of Board Membership, Mrs. Stewart advised Members of the Board to remember that Mrs. Pixie Killebrew, current Board Pool Member, had been appointed to serve in her first Term as a Member of our Board of Directors effective July 1st; and that Mrs. Beatrice Dahlen, and Mr. Timothy Supler had been reappointed by the Newport News City Council. Moreover, in the City of Hampton, she reported that Members of the Committee continued to await reappointment confirmation for both Mrs. Bethune-Hill and Sheriff Roberts, who are current Members of the Board of Directors. She shared that Members of the Hampton City Council are scheduled to consider the reappointments sometime in June as is the custom of that City.

Community Relations / Governmental Affairs

Mrs. Beatrice Dahlen, Committee Chair, announced that Members of the Community Relations / Governmental Affairs Committee met on Monday, May 22, 2017, at 5:00 p.m., where they discussed mental health and opioid treatment funding from the last Virginia General Assembly Session; along with upcoming Board of Director events to include our Board of Director Retreat; and Local Initiatives. She continued that Members of the Committee were also provided with and update from the Substance Abuse and Recovery Alliance, one of the H-NNCSB advocacy groups. She shared that a full Report of the meeting will be provided too shortly to Members of the Board of Directors.

Mrs. Dahlen reported that Members of the Community Relations / Governmental Affairs Committee began their meeting with an update on funding provided by the Virginia General Assembly to the Dept. of Behavioral Health and Developmental Services for the upcoming FY18 Budget year. The discussion primarily centered on funding for the “[Step Virginia](#)” – Same Day Access initiative, and the [CURES Act](#), Opioid treatment funding. She stated that Mrs. Christian advised the Committee that funding for the Same Day Access initiative was awarded to 18 CSBs in the initial phase of implementation of this model across the state, and that the Hampton and Newport News CSB was not one of the 18 CSBs included. She noted that Commissioner Barber with the Dept. of Behavioral Health and Developmental Services (DBHDS) had advised that he plans to lobby for additional funding during the next General Assembly Session to fund the remaining 22 CSBs to enable all CSBs to provide Same Day Access services before the requirement goes into effect in 2019. Members of the Board were informed that all 40 CSBs will receive \$26,000 to begin Same Day Access training and consultation with the contracted vendor, MTM Services, and that written notification regarding these decisions can be found in Board Member Red Folders.

Members were informed that Mrs. Christian also provided an update on CURES Act Federal funding for opioid treatment, in which the Commonwealth was awarded \$9.8 million to address the Opioid Crisis. She advised that although this CSB was awarded prevention funding in the amount of \$60,000, it did not receive any funding for opioid treatment. Mrs. Dahlen shared with Members of the Board that Mrs. Christian had questioned this decision and had been advised by the DBHDS that based upon the state data used to make these funding decisions (which included the number of opioid overdoses and deaths), the localities of Hampton and Newport News did not have substantial need compared to other localities.

Mrs. Dahlen noted that Members of the Community Relations / Governmental Affairs Committee held lengthy discussion on funding decisions that were being made and the need to communicate with the Commissioner on behalf the Hampton-Newport News CSB. She shared that after having an in-depth discussion on advocacy, Members of the Committee recommended that an invitation be extended to both Commissioner Barber and Mrs. Jennifer Faison, VACSB Executive Director, to the Annual Board Retreat this summer. Members of the Board were informed that Mrs. Christian will extend an invitation for an August date that works best for the Commissioner.

Members of the Committee also discussed formulating a plan for continued legislative advocacy during the summer months as well. Additionally, with regard to the Annual Board Retreat, it had been suggested that the Committee’s focus be on the Opioid Epidemic with updates from staff on the CSB continuum of Addiction

Treatment Services. She reported that it had also been suggested that the movie “[Opioid Addiction in Virginia](#)” be viewed and has been shown by the Substance Abuse and Recovery Alliance advocacy group and is noted to be very informative.

On the advocacy end of the spectrum, Mrs. Dahlen shared that the Community Relations / Governmental Affairs Committee Meeting continued with a report from Ms. Alethea Lambert, Peer Recovery Coordinator, who provided Members with an overview of recent activities and events of the Substance Abuse and Recovery Alliance or SAARA. Moreover, it was noted that Ms. Lambert advised Members of the Committee with dates of the advocacy group’s monthly business meetings and support groups, along with SAARA’s attendance and support at an Opioid Response Workgroup.

In closing, Mrs. Dahlen advised that Members discussed upcoming events which included the [Hampton Senior Picnic](#) rescheduled for [Tuesday, June 6, 2017](#), at Darling Stadium; and the [Newport News Juvenile Drug Treatment Court Graduation Ceremony](#) scheduled on [June 28th](#), at 4:00 p.m. in the [Newport New City Council Chambers](#). Furthermore, she stated that Mrs. Christian advised Members of the [Greater Hampton Roads Health Summit](#) scheduled on [June 20th](#), at the [Hampton Roads Convention Center](#) where the focus will be on the Opioid Epidemic. Mrs. Dahlen noted that Members could find information on all of the events in their Red Folders. She also asked that Members of the Board of Directors please be advised that the next meeting of Members of the Community Relations / Governmental Affairs Committee had been scheduled for [Monday, June 12, 2017](#), at 4:30 p.m., and was open to all Members of the Board of Directors.

Discussion

Same Day Access and CURES Act Funding

Members of the Board of Directors held discussion, briefly, regarding the funding for both [Same Day Access initiative](#) and the [CURES Act](#), where Members discussed the source of the data results along with the need for funding these areas of service. Mrs. Christian noted that the data came from the Virginia Dept. of Health which has a link available to the data used to make this determination. She advised that CSB staff reviewed the link and compared the data to CSBs in the region who had received funding, but could not understand how, according to the data, the City of Newport News did not get approved for opioid funding. Members of the Board held additional discussion regarding the formula used, the need for funding in the service area, and thanking Local Elected Official for their support, and letting them know that funding did not come to the localities served by

H-NNCSB. While on the discussion of Elected Official, Mrs. Christian advised Members of the Board of a recent drop-in visit from Lt. Governor Ralph Northram. She shared that staff did have an opportunity to provide the Lt. Governor with a quick overview of H-NNCSB where the issue of funding was raised.

**Hampton Senior
 Picnic**

Sheriff B. J. Roberts, provided Members of the Board with an update on the rain date of the Hampton Senior Picnic where he informed Members that while the Hampton Senior Picnic had been rescheduled for Tuesday, June 6, 2017, they were able to reschedule the event at its original location of Mill Point Park rather than at Darling Stadium as previously reported.

**CONSIDERATION
 ITEM**

Dr. Spencer asked Members of the Board to consider attending the 15th Annual Graduation Ceremony of the Newport News Juvenile Drug Treatment Court scheduled on Wednesday, June 28, 2017, at 4:00 p.m., in the Newport News City Hall Council Chambers. He added that Members of the Board of Directors could find their formal invitations to the event in their Red Folders. Dr. Spencer asked Members to provide their availability to attend this very important event to Ms. Mercado at their earliest convenience and no later than June 12th.

**INFORMATION
 ITEMS**

Mrs. Christian shared photographs of the recent Employee Recognition / Patty L. Gilbertson Excellence Awards and 2017 Hall of Fame Ceremony recently held on May 17, 2017. She shared that she received very positive feedback from staff as well as the Hall of Fame Honorees and can provide Members with photo prints if they are interested. Members of the Board were asked to provide Ms. Mercado with their interest in obtaining any particular photos from the event.

**Southeastern
 Family Project
 Garden**

Mrs. Christian thanked Mrs. Arva Davidson for her role in the Southeastern Family Project Garden.

BOARD MEMBER RECOGNITIONS

Mrs. Golden Bethune-Hill

Mrs. Golden Bethune-Hill and her husband Mr. Charlie Hill, were recognized by Members of the Board of Directors for their extensive service to the community as they were recently awarded the **2017 Humanitarian Award** by the 100 Black Men Organization. Dr. Spencer congratulated Mrs. Bethune-Hill as Members of the Board applauded.

Mrs. Izabela Cieszynski

Since this would be her last meeting, Dr. Spencer used this opportunity for Members of the Board of Directors to recognize Mrs. Izabela Cieszynski who will not be able to attend our June Meeting as she would be out of town. He announced that since being appointed to the Board of Directors by the Newport News City Council in February 2006, Mrs. Cieszynski had served the Mission and Vision of the Hampton-Newport News Community Services Board for more than 11 years.

He continued noting that in her capacity as a Board Member, she served in several leadership roles, to include Chair of several Standing Board Committees, such as the Nomination and Selection Committee, the Budget, Finance and Audit Committee, and currently as the Chair of the By-Laws Committee. Dr. Spencer added that Mrs. Cieszynski had also held the gavel as Board Chair in FY14, served on several other Committees and is willing to fill in and provide Committee Reports whenever needed.

He asked that Members of the Board of Directors and staff join him in expressing heartfelt appreciation to Mrs. Izabela Cieszynski for her contribution to the development of the comprehensive service system for the individuals, and communities that are served at the Hampton-Newport News Community Services Board. Mrs. Cieszynski was honored with a memorial pewter cup and a bouquet of flowers for her extensive service, as she thanked Members of the Board noting that it has been a wonderful experience that she highly recommends to many. Mrs. Cieszynski added that being on the Board is an activity where both the City of Newport News and the City of Hampton can work together well in providing services to both communities. Mrs. Christian noted her appreciation and best wishes to Mrs. Cieszynski in her retirement and invited her to all future H-NNCSB activities and events.

BOARD PRESENTATION

Compensation Study Outcomes

Mrs. Kimberly Thompson, Human Resources Director, introduced Mr. Joel Cullum of SESCO Management Consultants to Members of the Board of Directors. She noted that Members of the Executive Leadership Team were pleased with the outcomes of the Compensation Study, and that a copy of the presentation was provided to Members of the Board in their red folders.

Mr. Cullum briefly introduced himself to Members of the Board of Directors advising that the Hampton-Newport News Community Services Board (H-NNCSB) requested SESCO Management Consultants to conduct a comprehensive, customized salary survey of 87 selected benchmark jobs with comparable organizations. He continued noting that the purpose of the project was to challenge and update the H-NNCSB's compensation program to ensure that the organization offered an externally competitive and internally equitable total rewards package. Members were also informed that while 48 organizations were invited to participate in the select study which included organizations within the industry as well as other employers who provided comparable services and/or retain similar positions, only approximately 20 organizations returned responses.

Mr. Cullum provided Members of the Board of Directors with the Basic Tenets of Compensation Administration, where he discussed the Internal Equity of an organization, support for the organization's mission, affordability, the Right Price Theory, and other items used to complete the study. Mr. Cullum also noted details of the "Right Price" Theory, Compensation Program development and its key elements, along with the evaluation process and the 14-Point Factor Components involved. He provided information to Members of the Board on the grade listing and progression schedule of the H-NNCSB, and advised how switching over to a market-based compensation salary range would assist in keeping H-NNCSB compensation within a minimum to maximum target range as he provided examples of this process.

Overall, Mr. Cullum reported that with the staff information received from Managers, the Compensation Study group came up with 20 pay grades that were below the new hire rate and only one pay grade above the maximum target range. However, he pointed out that a great majority of employees were appropriately within the pay range. Mr. Cullum informed Members of the initial SESCO Costing and Recommendations for H-NNCSB which included determining those positions below entry level rates and increasing these salaries to the market hire rate for those positions. Mr. Cullum also advised those positions affected, the budgetary impact

to complete the salary increasing process, and the next steps to be taken by SESCO and H-NNCSB's Human Resources department to make these changes and recommendations happen.

Following the presentation, Mr. Cullum addressed questions from Members of the Board. In response to a questions regarding Compensation Study Concerns, he advised that if he had any concerns about the Compensation Study, he would have liked more external companies to respond to the survey used, especially from the Richmond area.

Mrs. Thompson reiterated that the Compensation Study was very good news and Management was excited because the study confirmed that a majority of the salaries of the H-NNCSB were competitive. She also responded to a Member of the Board who questioned how advising staff of outcomes of the study will occur. Ms. Thompson advised that Management is working to get the information out to staff. Letters will be sent to all staff whose salary will be increased as a result of the compensation study. Mrs. Christian added that an "All Staff" communication will be sent to employees making them aware of the 2% COLA increase and the overall results of the Compensation Study. Board Members praised the process and commented that it was long overdue for H-NNCSB staff.

PROGRAM HIGHLIGHTS

Members of the Board, Division Directors, nor Program Managers had no additional comments or announcements regarding the Program Highlights provided in the May Board Package.

CLOSING COMMENTS

In closing, Dr. Spencer reminded Members of the Board to mark their calendars accordingly regarding upcoming Standing Board Committee meetings announced this evening and those on the Board Planning Calendars provided for their information in the Board Package. He also asked that Members take a few minute to review other information provided in their Red Folders.

ADJOURNMENT

There being no additional business to discuss, the Board of Director's Meeting was adjourned at 6:09 p.m.

Dr. Turner Spencer
 Chair

Mrs. Beatrice Dahlen
 Secretary

FY17 Monthly Planner

June 2017

01	12:00 pm	H-NNCSB Physicians Meeting
01	2:00 pm	REACH Review Meeting
06	11:30 am	Executive Leadership Team
06	5:00 pm	Strategic Planning Committee
08	9:30 am	S. William Berg, Peninsula Health Districts
12	9:00 am	HPR-V Executive Directors Regional Meeting
12	1:30 pm	Newport News CPMT
12	4:00 pm	Budget, Finance and Audit Committee
12	4:30 pm	Community Relations / Governmental Affairs
13	11:30 am	Executive Leadership Team
13	1:00 pm	Steering Committee
15	5:00 pm	CSB Board of Directors
19	10:00 am	Meeting: Mrs. Danette Smith, VAB Human Services; Mrs. Ruth, Hill Healing Place; and Councilman Jimmy Gray
19	2:00 pm	Cindy Rohlf, Newport News City Manager
20	11:30 am	Executive Leadership Team
22	12:00 pm	NN Youth and Gang Violence Reduction Steering Committee
22	2:00 pm	Hampton CPMT
23	11:00 am	Consumer, Family Members Advisory Committee
26	9:00 am	H-NNCSB Management Team
27	11:30 am	Executive Leadership Team
27	1:00 pm	Steering Committee
28	4:00 pm	2017 NN Juvenile Drug Treatment Court Graduation Ceremony
29	10:00 am	BB&T Insurance Renewal Planning Meeting