



MEETING OF THE BOARD OF DIRECTORS

Thursday, May 25, 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: May 18, 2017
TO: Members of the Board of Directors
FROM: Natale Christian, Executive Director
SUBJECT: **Meeting of the Board of Directors**
Thursday, May 25, 2017 ~ 5:00 p.m.
CSB Campus Board Room, 300 Medical Drive, Hampton, VA

Greetings Members of the Board:

As you may know, the month of May is **Mental Health Awareness Month**, and the theme of Mental Health America is “*No Health Without Mental Health*”. In connection with mental health awareness, I would like to thank Members of the Board for celebrating our dedicated staff of the Hampton-Newport News Community Services Board for all they do to support those impacted by Behavioral Health issues at our **21st Employee Service Recognition Luncheon**.

Additionally, we are looking forward to the **May Board of Directors** meeting where approval of the new FY18 Proposed Budget and Performance Contract, as well as a presentation of the Agency’s Compensation Study completed by SESCO Management Company will be provided.

Attached for your review and consideration, please find the Agenda and Board Package for the **Hampton-Newport News Community Services Board FY17 Board of Directors Meeting** scheduled on **Thursday, May 25, 2017, at 5:00 p.m.** in the **CSB Campus Board Room**. Please also be advised that the Standing Board Committee Meetings scheduled during the month of May include: A meeting of the Members of the **By-Laws Committee** who held a meeting on **Wednesday, May 10th, at 4:30 p.m.**; while Members of the **Nomination & Selection Committee** met the next day on **Thursday, May 11th, at 4:00 p.m.**. However, Members of the Board can still attend the meeting of the **Budget, Finance and Audit Committee** scheduled next week on **Monday, May 22nd, at 4:00 p.m.** to receive a presentation of the FY18 Proposed Budget and Performance Contract. The same afternoon of **Monday, May 22nd, at 5:00 p.m.**, Members of the **Community Relations / Governmental Affairs Committee** are scheduled to meet. Please remember that all Members of the Board of Directors are invited to attend the Standing Board Committee meeting of their choice.

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, May 25, 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 April 27, 2017
 - **A-2** By-Laws Committee Recommendation
 - **A-3** H-NNCSB FY18 Proposed Budget
 - **A-4** FY18 Community Services Performance Contract - *Update*
5. **Standing Board Committee Reports**
 - By-Laws Committee
 - Nomination and Selection Committee
 - Budget, Finance and Audit Committee
 - Community Relations / Governmental Affairs Committee
6. **Consideration Items**
 - **C-1** FY18 Proposed Slate of Officers
 - **C-2** 2017 Newport News Juvenile Drug Treatment Court Graduation Ceremony
7. **Information Items**
 - **I-1** Addiction Recovery Treatment Services (ARTS)
 - **I-2** STEP Virginia
 - **I-3** FY18 Interagency Cooperative Agreements
8. **Presentation** **H-NNCSB Compensation Study Outcomes**
Joel Cullum, SESCO
9. **Program Highlights**
10. **Adjournment**

ACTION ITEMS

May 25, 2017

A-1. Minutes of the Board of Directors Meeting of April 27, 2017

Issue: Board approval of the Minutes of the Board of Directors Meeting held on Thursday, April 27, 2017.

Background: Minutes of the Board of Directors Meeting held on April 27, 2017, are included in the Board Package on Pages 29-41 for review by Members of the Board of Directors.

ACTION: Board approval of the Minutes of the Board Meeting held on April 27, 2017.

Enclosure: Minutes of the Board of Directors Meeting held on April 27, 2017.

A-2. Recommendation of the By-Laws Committee

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

Background: In compliance with Article X of the Hampton-Newport News Community Services Board (H-NNCSB) *By-Laws*, Members of the Board are to review and approve its By-Laws on an annual basis. In an effort to comply with this regulation, Members of the **By-Laws Committee** concluded their annual review of both the *Board By-Laws* and *Board Policy Manual* at their final meeting of the fiscal year held on Wednesday, May 10, 2017. Please note that while there were no amendments made to the H-NNCSB Policy Manual, Members of the Committee concurred on recommended clarifying language to Board By-Laws **Article VIII, Section 4(h)**.

In compliance with Article IX of the H-NNCSB *Board By-Laws*, a copy of the proposed clarifying language was forwarded to Members of the Board of Directors for their review and consideration by email on **Wednesday, May 10, 2017**, following the By-Laws Committee meeting. Please be advised that Members of the By-Laws Committee will be seeking Board approval on this revision at the upcoming Meeting of the Board of Directors scheduled for **Thursday, May 25, 2017**.

ACTION: Members of the By-Laws Committee seek Board approval of the proposed *By-Laws* amendment.

Red Folder Item: Copy of email sent to Members of the Board with proposed amendment on May 10, 2017.

A-3. H-NNCSB FY18 Proposed Budget

Issue: Board Approval of the H-NNCSB FY18 Proposed Budget.

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

For your information, on May 22, 2017, staff are scheduled to present the FY18 Proposed Budget to Members of the **Budget, Finance and Audit Committee** for their review and consideration. If accepted, Members of that Committee will then recommend approval of the FY18 Proposed Budget from Members of the Board of Directors. Please remember that all Members of the Board of Directors are invited to attend the meeting of the Budget, Finance and Audit Committee scheduled for **Monday, May 22, 2017**.

ACTION: Board approval of the FY18 Proposed Budget.

A-4. FY18 Community Services Performance Contract - Update

Issue: Board Approval of the Updated FY18 Community Services Performance Contract.

Background: For over 17 years Performance Contracts between CSBs and the Department of Behavioral Health and Developmental Services (DBHDS) have been required and serve as performance and accountability documents between the State Department and CSBs for the localities served. This year the FY18 Community Services Performance Contract Update identifies funding revisions and includes the standard contractual scope of services and responsibilities of CSBs and the DBHDS. It also describes the values, roles and responsibilities of the three operational partners in the public services system: CSBs, State facilities, and the DBHDS Central Office.

In connection with their review of the FY18 Proposed Budget, Members of the **Budget, Finance and Audit Committee** also have the task of reviewing funding revisions identified by staff in the updated FY18 Community Services Performance Contract with the DBHDS for submission to Members of the Board of Directors for their approval.

ACTION: Board approval of the Updated FY18 Community Services Performance Contract with the Department of Behavioral Health and Developmental Services.

CONSIDERATION ITEMS

C-1. FY18 Proposed Slate of Officers

Issue: FY18 Proposed Slate of Officers Recommendation.

Background: Each year Members of the **Nomination and Selection Committee** present Members of the Board with a Proposed Slate of Officers for the next fiscal year its May Meeting for consideration. In compliance with our Board By-Laws, Board Action is taken on the Proposed Slate at the June Meeting of the Board of Directors.

For your information, Members of the Nomination and Selection Committee have confirmed their candidates for the FY18 Proposed Slate of Officers and will present the Slate to Members of the Board of Directors at the next scheduled meeting on May 25, 2017. Once presented, Members of the Board will have until its final meeting of the fiscal year, namely, the June 15, 2017, Meeting of the Board of Directors, to make additional nominations or recommendations to the FY18 Proposed Slate of Officers before Board approval. *Please note that Members of the Board must approve a Slate of Officers for FY18 at the June Board of Directors Meeting.*

C-2. 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.**

Red Folder Item: Formal Invitation to the 2017 Newport News Juvenile Drug Treatment Court Program Graduation Ceremony.

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

INFORMATION ITEMS

I-1. Addiction Recovery Treatment Services (ARTS)

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

Background: The Hampton-Newport News Community Services Board 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: ARTS implementation has begun with the Southeastern Family Project and the Hampton Roads Clinic Medication Assisted Treatment Program, with the goals to improve access to care and eliminate the waiting list. Phase two of the ARTS implementation will occur in July with the expansion of services provided at the Hampton-Newport News Community Services Board (H-NNCSB) Partners in Recovery program. Plans are also underway to provide adolescent substance abuse treatment 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.

Update: 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.

I-3. FY18 Interagency Cooperative Agreements

Issue: Annual CSB Agreements with other Local Stakeholders.

Background: The *Code of Virginia* requires CSBs to execute annual interagency agreements with a number of local organizations. This requirement is to ensure coordination among agencies whose services impact individuals with behavioral health, developmental disabilities or substance use disorders and has been a long standing State requirement. These Agreements are with the following agencies: Health Departments, local Human Services, Housing agencies, Courts, Area Agency on Aging, School Divisions, and the Department of Rehabilitation Services regional offices. Please note that there were no major changes to the FY18 Agreements.

Red Folder Item: Sample copy of FY18 H-NNCSB Cooperative Agreement with local agencies.

PROGRAM HIGHLIGHTS

YOUTH AND FAMILY CLINICAL SERVICES

Lisa S. Hogge, Director

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

Newport News Healthy Families Case Management & Therapeutic Mentor

- A subcommittee of the Newport News Mayor's Initiative to End Bullying met on April 10th and 24th, 2017. Planning is currently underway for a celebration event for children on July 27, 2017, with the theme, *We Won't Stand for Bullying, We All Connect*. This event will include the 2nd Annual Youth Art Contest and a series of fun learning activities, which promote positive and prosocial behavior, as well as, bullying prevention. Art submissions will be accepted through July 13, 2017. This is among the community events that will lead up to the 5th Annual 1,000 Youth March at CNU Pomoco Stadium on Sunday, October 1, 2017. (SO#2)
- The 8th Annual Newport News Healthy Families Silent Children's Garden event took place on April 12, 2017 at the corner of J. Clyde Morris Boulevard and Warwick Boulevard. Pinwheels and silhouettes of children that were decorated by children in the community were a part of the event. Local officials participated in the ceremony to recognize April as Child Abuse Prevention Month. (SO#2)

Hampton Healthy Families & Children's Mobile Crisis Intervention

- Keisha Carroll, Hampton Healthy Families Supervisor, and Beverly Smith, Program Manager, provided a presentation on April 4, 2017, to 30 Hampton Healthy Families employees. The presentation offered an exciting opportunity for continued collaboration and provided attendees with information about available HNNCSB services. (SO#2)

Children's Behavioral Health Urgent Care

- HNNCSB hosted a training for Region V Crisis Intervention staff on April 17, 2017 entitled "Beyond Poverty: Brain inspired ways to understand and respond to poverty." The training addressed the specific damage that occurs in the developing brain which has been exposed to poverty, the impact of that damage in the classroom and the community, and the interventions that can be used to overcome the effects of poverty. The workshop was conducted by Shauna King, Ed.S., of the Upside Down Organization which specializes in neuroscience and interventions to help improve brain functioning. The training was well attended by our regional partners and there will be a follow up training with the same presenter in July regarding how language can change the brain. (SO#2)

Child and Adolescent Intellectual and Developmental Disabilities (IDD) Case Management

- Elisha Baker, Supervisor, conducted a Waiver Redesign Presentation to the middle and elementary school administrative staff, educators and parents of New Horizons Regional Education Center (NHREC) in Newport News on April 17, 2017. (SO#3)
- On April 18, 2017, CharRae Jordan, Supervisor, served as the agency's representative for the Hampton Special Education Advisory Committee (SEAC) Resource Fair held at the Hampton School Board office. (SO#3)

- Tracey Charity-Ray, Program Manager, participated on a Transition Panel for Newport News Public Schools secondary autism teachers at the Newport News School Board on April 24, 2017. Information was provided regarding the Waiver Redesign and services available at the H-NNCSB. (SO#3)

Adolescent SUD Services

- A collaborative meeting occurred between the Betsy Clark, Hampton CSA Administrator, Crystal Bell, Newport News CSA Administrator, Dr. Nadia Boyd, Juvenile Drug Treatment Court Administrator, Ryan Dudley, Clinical Services Administrator, and Anthony Crisp, Deputy Executive Director of the HNNCSB to plan for the development of Adolescent Substance Abuse Treatment Services, anticipated to begin in FY2018. A similar meeting is planned for May with the directors of the Hampton and Newport News Court Services Units. (SO#2).
- Dr. Boyd and Ryan Dudley continue work towards development of Adolescent-Specific Substance Use Disorder Services within the framework of Medicaid funded, Addiction and Recovery Treatment Services Program (ARTS). A Program Implementation Committee (PIC) was held on April 26, 2017 to review the plan for the phased implementation of services. (SO#3).

Juvenile Detention Services

- Dr. Nadia Boyd and Ryan Dudley met with the Dawn Barber, Director of Newport News Juvenile Services, to discuss expanded clinical services in Juvenile Detention. The HNNCSB has offered to establish tele-psychiatry services within Juvenile Detention through contract. (SO#3)

NN Juvenile Drug Treatment Court

- Planning for the 2017 NN Juvenile Drug Treatment Court (NNJDTC) Graduation is underway. The Ceremony will be held on June 28, 2017 in the Newport News City Council Chambers. Delegate Mike Mullin will be the Keynote Speaker. Also, in attendance will be a former NNJDTC graduate, Q.H. who passed the Bar Exam during the month of April. Q.H. graduated from North Carolina Central's Law School in May 2016. She represented the agency in November serving as a Keynote Speaker at Hampton City Schools' "Boy's Conference", held at Bethel High School.

Hampton Therapeutic Day Treatment Services (TDT) and the Youth Parent Empowerment Program (YPEP) & Child and Adolescent Case Management Services

- Y&F leadership continue to participate on multiple collaborative workgroups that support the City of Hampton's System of Care including *The Superintendent's Culture and Climate Task Force*, *YPEP*, *HERE!*, and *B.A.S.E.* The Superintendent's Culture and Climate Task Force, B.A.S.E. and *HERE!* Workgroups met during the month of April. (SO#1&3)

Psychiatry and Telepsychiatry Services

- The current plan is to expand telepsychiatry services to additional CSB's in the next 6-9 months. This service represents a growing trend in mental health delivery and can potentially help to meet the need for additional psychiatric services in the region. We currently provide a five hours per week of services to the Middle Peninsula and Western Tidewater CSBs. (SO#2)

Psychological and Forensic Services

- Referrals for psychological evaluations continue to be received at a high rate from both outside sources and from HNNCSB programs. Dr. Tuesday Tauchen, Licensed Clinical Psychologist, is sought after in the area for Parental Capacity Evaluations. These evaluations assist the courts and social services in making determinations when there are significant questions about a parent's ability to care for their children. Such questions arise for a variety of factors, including allegations of abuse or neglect, substance abuse, or cognitive or functional deficits. (SO#2)

Therapeutic Mentor Services

- Following *March Madness* basketball, the program sponsored a *Three on Three Basketball Tournament* for all youth in the program. The tournament was a success with over half of the program's youth participating. (SO#2)
- Peer groups scheduled in the month of April focused on personal responsibility, appropriate conversational skills, the importance of self-respect, and how to develop and maintain a positive self-image. Numerous youth participates in a "Girls Group" that focused on positive body image, developing healthy interpersonal relationships, appropriate hygiene, and effective communication and advocacy skills. (SO#2)
- Multiple youth engaged in expressive therapies weekly in which they were able to creatively express feelings of pain through painting and/or written word. (SO#2).
- Approximately 15 youth were able to harvest their produce at College Run Farm in Surry County.(SO#2)
- Approximately 10 youth in the program participated in a war canoe outing at the Newport News City Reservoir. (Please see picture below). (SO#2)



Prevention Services

- Prevention Services completed the third phase of the Community Needs Assessment for the HNNCSB that focuses on the short, intermediate and long term outcomes for, Marijuana Use, Tobacco and Underage Drinking and other drugs for the Cities of Hampton and Newport News. (SO #2)

- Prevention Services initiated the data collection process on tobacco advertising and promotion in over 200 tobacco retail stores in the area of Hampton and Newport News to be included as part of the state data base. Priority retail stores include those near youth servicing centers and retailers with previous tobacco retail violations.(SO#2)
- Prevention Services continues to meet the requirements for the Regional Suicide Prevention Grant. To date, five Mental Health First Aid Classes have been completed and a two-day Assist Suicide Intervention Training was provided in April.(SO#2)
- The Strengthening Families evidence-based program has been initiated at the Newport News Juvenile Detention Facility as well as a Latino speaking group in the Newport News Denbigh community.(SO#2)

2. Updates/Trends (local, state, federal) Relevant to Service Area

Juvenile and Young Adult Substance Abuse Treatment

- Lisa Hogge represents the agency on the statewide Youth Substance Abuse Treatment (YSAT) Interagency Council workgroup. The overarching goal of the workgroup is to improve treatment and recovery services for transition-aged youth, ages 16-25 with substance use disorders and co-occurring mental health disorders. The committee will develop a statewide strategic plan to strengthen the infrastructure of services and supports for this vulnerable population.

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

- Planning is beginning for the upcoming implementation of the Independent Assessment, Certification, and Coordination Team (IACCT), with a start date of July 1, 2017. Any youth being considered for a residential or group home levels of care through Magellan 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 begun intensive planning for Summer Enrichment Program (SEP) with their respective school systems, including the identification of sites, transportation, clinical programming, training, and registration. Ryan Dudley continues to work with his team to mitigate the impact of TDT regulation changes and re-interpretations. (SO#2&3).

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 all resident's medical and psychiatric appointments and accompany them to their appointments to ensure all information is provided to their Primary Care Physician and Psychiatrist.

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 month of April 2017 the program exceeded the monthly revenue target. Any billing errors have been corrected.

Enhanced Care Coordination Case Management

- ECC/CM has filled their vacant position and assigning cases to get their case load up. ECC/CM has continued to meet the minimum expectation for CCS3 numbers.

Adult Mental Health Case Management

- CCS3 requirements were met for April. Revenue targets were met for April and all billing errors were corrected.

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

Adult Mental Health Case Management

- Supervisors and case managers attended a training, on 4/15, with Shannon in Quality Management to focus on Service Specific Provider Intakes, Individualized Service Plans, and progress notes specifically geared toward AMHCM.

Road 2 Home

- During the month of April the Road 2 Home team attended the 2 day Permanent Supported Housing training. Centierra Boyd the Housing Stabilization Specialist attended the Landlord Tenant 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 April 8 Medicaid clients and 1 GAP client were opened. During April, 24 referrals were assigned (19 Medicaid & 5 GAP) and CM's are attempting to open these referrals.

Enhanced Care Coordination Case Management

- ECC/CM supervisor has contacted 12 individuals who are interested in receiving services. Two of those 12 will be opened in May and others will be assigned to continue to fill the new CMs caseload.

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 Anthem Behavioral Health Care Manager monthly to discuss any issues, concerns, needs of the individuals served and to coordinate and ensure individuals attend any appointments with specialists. ECC/CM continue to reach out to the other MCOs as well to improve communication and coordinate services that will benefit the individuals.

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

Enhanced Care Coordination Case Management

- Total of 40 enrolled. Two scheduled to be opened in May. Six more to be opened within the next two months and caseloads will be full at that time.

Road 2 Home

- The month of March we have outreached a total of 21 individuals and program enrolled 2 and housed 2.

Adult Mental Health Case Management

- Total of 464 clients enrolled in AMHCM, 346 of those are Medicaid billable clients, 31 are GAP.

PATH/Newport News Outreach/Safe Harbors/Project Onward

- Currently PATH has 48 clients, NN Outreach has 46 clients. 8 individuals are residing in PATH emergency housing, 15 of 16 beds filled in Onward and 21 of 23 beds filled in Safe haven. The open beds have clients slotted for them.
- One client has recently been married. He is working full time and living with his wife in market value rental unit in Newport News. One client is now renting an apartment at City Line apartments. These are subsidized by HUD so rent is based on income.
- One client returned to homelessness as her choice.
- One client has accepted and moved to a senior apartment at Berkley Village.
- Rapid Rehousing funds were used to assist another client to move to market value rent in the community.

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

Enhanced Care Coordination Case Management

- Paula Pruitt worked closely with Joy Cipriano, Director of Property Management, in obtaining some grant funding and housing for a very difficult situation involving one of her consumers that had no money, and his family (representative payee) refused to give him his money.

Adult Mental Health Case Management

- Elizabeth Forbes's, Case Manager working with the Geriatric population did a presentation on "Emotional Wellness for the Geriatric Population," which was well received and she was invited by the partners from the Hampton Fire Department, Sheriff's Office, Hampton Police Department, Hampton Parks and Recreations, and Senior Citizens and Senior Service Providers, to return to the Senior Expo at the North Hampton Senior Center on 6/7 to present again.

PATH/Newport News Outreach/Safe Harbors/Project Onward

- On April 13 the Homeless Services programs participated in the Peninsula 1st annual Homeless Connect Services Fair. This was a service fair sponsored by Newport News Department of Human Services/ Housing Broker Team. The fair provided information on all services on the Peninsula that would benefit a person experiencing homelessness. Homeless Services staff had a booth and discussed services offered by our outreach programs and residential services. Other participants include Hampton and Newport News Department of Human Services, South Eastern Virginia Health System/Health care for the Homeless/ LINK of Hampton Roads and many others. Haircut services were also offered to participants.
- On April 29th Staff from NN Outreach and PATH participated in Phoebus Fair. A booth was manned and provided information on Homeless Services. The Phoebus section of Hampton is very popular among homeless individuals.

CRISIS SERVICES

Derek Curran, Director

1. Crisis Stabilization Unit

- 319 bed days occupied
- 52 clients served
- 10.6 clients per day; that meets and exceeds the 75% census threshold outlined in the state performance contract

2. Emergency Services

- 312 face to face crisis intervention evaluations
- Of those 312, resources were obtained to avoid involuntary hospitalization on 187 individuals
- ES participated in 112 commitment hearings
- ES continues to have with staff shortages due to medical issues and the hiring and training of new staff. Recruitment efforts continues.

3. Jail Diversion / CIT / Restoration Services

- Staff worked on planning for a presentation that will occur at the Virginia Department of Corrections Symposium on the interface of corrections, mental health and consumer reentry on May 4th.
- Ongoing planning for the co-coordination of the Virginia Department CIT state conference in Blacksburg, May7-9, 2017 for over 300 first responders.
- Staff continue to assist with program development and implementation of the Hampton Roads Regional Jail's mental health grant
- There were four cases closed and two new orders to Restoration Services making for a total of nine active cases at present.
- Jail diversion crisis assessment and counseling contacts totaled 39 sessions

4. Consumer Monitoring

- 84 consumers served this month
- Ken Forbes, State Hospital Discharge Planner, announced his retirement from the CSB after 30 years of excellent performance to the individuals we serve.

5. NGRI Services

- 56 NGRIs managed- 18 conditional releases,
- 38 in state hospital (ESH or CSH)
- 5 temporary custody(pending decision of unconditional release, conditional release or commitment)
- NGRI discharges: 1; NGRI new admissions to CSH : 2

6. Reinvestment /Mobile Crisis Response Team

- 76 consumers served this month
- 29 consumers admitted to psychiatric facilities this month

INTELLECTUAL AND DEVELOPMENTAL DISABILITY SERVICES

Carol McCarthy, Director

1. Division Goals

Maintain financial performance necessary for the continuing provision of quality services

During the month of April, IDD Residential continued to focus on decreasing the use of overtime. A review of the financial reports for March showed that the overtime pay continues to decrease. Much of this is also the result of there being no holidays and inclement weather days during the month. While there continue to be vacancies across the programs, very few are full-time vacancies.

There is one resident vacancy in Terrace place and two at Gilbertson Lodge ICF. During the month, a prospective resident for Terrace Place agreed that she would like to move into the home. No move-in date has been set but it is anticipated that the move will occur during the month of May. Two families toured Gilbertson Lodge as well and the plans to further assess the individuals were still being coordinated at the end of April. An individual from Eastern State was also assessed for possible admission; however, the assessment indicated that he was not a viable candidate for ICF placement.

During the last quarter (January-March), REACH provided supports to 154 individuals within the community. There were 318 calls to the crisis line, of which:

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

In addition, there were 15 individuals that utilized the Crisis Therapeutic Home of which 10 were crisis, and 5 were step-down.

Creative Options provided services to an average of 85 individuals per day. There was a new admission and another one is expected in May. Creative Options has four positions that they do not intend to fill until the daily attendance increases.

The Support Coordination program supported 626 individuals of which 530 are wavier recipients. The waiting list consist of:

- **Priority 1- 69**
- **Priority 2-245**
- **Priority 3- 142**

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.

The Residential Leadership team is in the process of converting Aberdeen Gardens waiver home to an ICF. During the month, Danielle Ross, Consultant, visited the program to provide feedback on the home and its residents in relation to the fit for an ICF program. She agreed that the current individuals and the layout of the home were appropriate for an ICF. Lonice Williams, Residential Services Manager, began training the staff at Aberdeen on ICF policies and practices. The ICF Policies for Aberdeen have been sent to the Virginia Department of Health for review and feedback. The target date for the conversion remains July 1, 2017.

The Program Specialist completed the Newsletter in April which highlighted the upcoming trainings, person centered practices, and individual advocacy efforts. She attended the “*Person Centered Coaches*” meeting to become more familiar with implementing Person Centered Practices, with a goal of sharing knowledge and information with CSB staff and private provides in the future.

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

Members of “*Our Choices*” participated in the Spring Fling Craft Fair and barbeque on April 5th. The items crafted included wreathes, aprons, and candy jars, all of which were big hits. The individuals are preparing for a Day for People with Disabilities which will take place at the Norfolk Zoo in June. Several individuals also participated in the Special Olympics during the month of April, and some of them are preparing to participate in the State Games in June.

Reach “*Mobile Crisis*” team provides education, intervention, and training to individuals and providers in the community in an effort to support ID/DD individuals in their home environment. This service is designed to assist individuals in retaining their home placement through learning appropriate coping strategies, and teaching caregivers and providers effective ways to support individuals when in crisis, having difficulty with interpersonal relations, or managing emotions.

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

As part of the utilization process Ms. Deb Dohman, Program Specialist, audits records to ensure that the IDD Division adheres to DMAS and DBHDS regulations. She completed the following audits/training:

*Reviewed Foundation for Change, DD Provider records
Completed internal records for Support Coordination and a Transfer from Child & Adolescent
Facilitated a training for 51 participants in the areas of VIDES, Data Collection, Introduction to Profiler, New Employee Orientation, and IDD Policies and Procedures.*

In addition, the Support Coordination program was reviewed by Delmarva. This consisted of interviews of both the individuals, families, and Support Coordinators. Delmarva reviews have identified a common theme in areas that need to be addressed. The themes consisted of the need for Support Coordinator’s to educate individuals on medications/diagnosis and provide education to individuals on abuse, neglect, and exploitation each time there is a face to face visit.

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

Gail Schriener, Licensing Specialist, reviewed Creative Options on 4/26/17 and Support Coordination on 4/26/17, as part of an annual audit. *There were no violations.* Ms. Schriener stated that the staff did a great job with documentation and service provision.

Rechanda Mays, Support Coordinator, was chosen as the Employee of the Quarter and was recognized for her outstanding service at a Board Meeting on 4/27/17. Barry Lee, Regional Manager, office of licensing, attended and shared his observation that Rechanda represented the high standard for all Support Coordinators to follow.

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 fully transitioned to Genoa for all their pharmacy needs in April. 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.

Riverside Nursing Students did group presentations on various health related topics at Bright Beginnings. The program continues to offer a daily walking group for physical fitness as well as various community outings to encourage community integration.

All Medical Services programs continue to link individuals to SEVHS for primary care services as well as encouraging use of Genoa Pharmacy Services. Individuals appreciate being able to request a refill and pick up their medication 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 currently have a growing wait list for Medication Management Services of 360.

ACOS Therapy Services has one vacant therapist position and a current wait list of 12.

Annalisa Schaeperkoetter, MS has increased her time at ACOS to complete GAP assessments. We are currently working to eliminate wait list from PIR.

Bright Beginnings continues to improve their attendance and had 57 individuals enrolled in the month of April, which is up 2 from March. Attendance continues to improve and the referral list has decreased to 18. The program is striving to maintain an enrollment of 55 – 60 individuals.

PACT Forensic currently has a census of 15 with plans to enroll 3 more individuals under Forensic Enhancement. Two individuals were discharged, 1 elected to receive services elsewhere. The other individual moved out of catchment and was connected to Henrico Area CSB.

PACT is actively pursuing enrollments for two individuals on wait list.

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 April and once again was recognized as an Over Achiever the month. Way to go PACT!

Bright Beginnings exceeded their new monthly billing target once again for the month of April with 1493 PSR services billed. Daily attendance has increased which continues to have a positive impact on revenue. Keep up the good work!

ACOS Medication Management Services and Therapy Services failed 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 to ensure effective communication in providing care for the individuals we serve.

2. Professional Development

Dr. Paula Markham attended the Virginia Academy of Clinical Psychologists Spring Convention and Educational Conference April 27 – 18 in Norfolk

Anne Whitaker, RNC attended the Opioid Treatment State meeting in Richmond April 28.

Renee Cox, PACT Peer Recovery Specialist attended a training this month on WRAP and Advanced Directives on April 26.

Jon Warren, LPC presented at Crisis Intervention Training on Diagnosis, April 10. Jon Warren, LPC participated in Clinical Supervision Training in Richmond on April 27, 28 and 29.

SUBSTANCE ABUSE SERVICES

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

Partners in Recovery (PIR)

- PIR Program Manager participated in the Quality Improvement Committee Meeting. (SO #1)

Peer Recovery Services (PRS)

- The Peer Recovery Coordinator (PRC), Alethea Lambert, facilitated a community REVIVE Lay Rescuers Training on April 7th. REVIVE is a training to learn how to identify and respond to an opioid overdose emergency using the drug Naloxone. (SO #2C)
- Alethea Lambert attend the Quarterly Magellan Governance Board meeting on April 18th in the City of Richmond in her role as the Substance Abuse Advocate of that body. (SO #2C)
- The peer staff attended the Regional Peer Training on April 26th at the Western Tidewater CSB. This training event focused on Advanced Directives and Whole Health Action and Management (WHAM) (SO #2D)
- The Peer Recovery Coordinator attended the Mental Health America of Virginia Board of Directors Quarterly Meeting on April 28th. (SO #3C)

South-Eastern Family Project (SEFP)

- SEFP has partnered with the Hampton LINKs Organization, who is assisting the program in the creation of a garden that will harvest seasonal fruits and vegetables. Dr. Arva Davidson, a Hampton Newport News Community Services Board member has been a viable partner in the launching of this project. (SO #2,3)
- SEFP is in the final stages of installing new floor tiling and carpet throughout the entire building. SEFP is planning to host an open house in the spring, inviting community referral sources, partners and volunteers to this event. (SO #1)

Substance Abuse Case Management (SACM)

- Substance Abuse Case Management staff completed the Substance Abuse Prevention and Treatment Block Grant (SAPT) annual refresher training to support requirements outlined in the federal guidelines for recipients of the grant funds (SO #1).
- Substance Abuse Case Management staff completed the REVIVE; the Opioid Overdose and Naloxone Education program for the Commonwealth of Virginia. (SO #1)

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

Hampton Drug Court

- Sherry Glasgow, Program Administrator, has been working with the Virginia Drug Court Association in its rebranding efforts. She has been reviewing the by-laws and articles of incorporation to bring them more in line with the efforts of the organization. (SO # 3C)
- As a member of the DUI/Drug Court conference planning committee, Sherry Glasgow, has been coordinating with speakers for the training. (SO # 1G)

Hampton Roads Clinic (HRC).

- HRC continue to conduct Pre-Enrollment/Wait List groups weekly for those individuals on the waiting list and participation has improved. The new LPN is being trained to aid with

conducting this group to provide educational information regarding Communicable Diseases, REVIVE and Methadone Education. (SO3!)

Partners in Recovery (PIR)

- Licensed Therapist started on 4/10/17, in the Outpatient Treatment Program, at PIR. (SO#1)
- Interviewed and hired another Licensed Therapist for the Outpatient Treatment Program at PIR (anticipated start date 6/12/17). (SO#1)

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

Hampton Roads Clinic (HRC)

- ARTS became effective during this period. The State Opioid Treatment Authority (SOTA) met and several concerns and were raised regarding ARTS requirements. SOTA is attempting to coordinate a meeting with DMAS for the month of May; in hopes to have some of the questions answered. It was suggested all OTP Managers/Directors submit questions to SOTA (Diane Oehl) and she will populate a report with all the questions.

Partners in Recovery (PIR)

- PIR Program Manager implemented the ARTS waiver for Outpatient SA services, using the ASAM criteria to justify the recommendation for the appropriate level of care, as of 4/1/17. (SO#2)
- PIR Program Manager attended an ARTS training session held at Main Street Library. (SO#1)
- PIR Program Manager attended the monthly Re-entry meetings for Hampton and Newport News, as well as the Re-entry Housing Sub-committee Meeting. (SO#3)
- Program Manager met with the Director and Senior Case Manager at VASAP to discuss treatment services (referrals/recommendations). (SO#2, 3)
- Program Manager met with the Programs Coordinator and Educational Advisor from the Hampton Sheriff's Office to discuss the Inner Reflections Program within the Hampton Jail Annex. The Coordinator and Advisor would like to expand the services in the Annex, as well as extend services to the Hampton City Jail, to include adding additional services and staff at the City Jail. They have requested a proposal from H-NN CSB for these additional services. A meeting is being coordinated by the Deputy Director of H-NN CSB. (SO #2, 3)
- Program Manager attended a Trauma Informed training (Darkness to Light). (SO#3)

South-Eastern Family Project (SEFP)

- "Arts" substance abuse funding for treatment services was effective as of 4/1/2017.
- SEFP participated in a Clinical Team meeting with Anthem as a result of the authorization process affiliated with substance abuse treatment services. They also discussed SEFP working with Virginia Department for Aging and Rehabilitative Services (DARS) and a community college to work towards providing education and training for our ladies to walk out of SEFP with employment skills. (SO #1,2)

Substance Abuse Case Management (SACM)

- Program Manager completed the Addiction and Recovery Treatment Services (ARTS) registration process for individuals enrolled in the program who have Medicaid Managed

Care coverage. The initial registrations have been approved for 6 months and 1 year dependent upon the specific managed care organization.

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

Partners in Recovery (PIR)

- PIR Program Manager attended the Hampton Sheriff's Office Volunteer/Partner Recognition Banquet. (SO#3)

South-Eastern Family Project (SEFP)

- A private attorney in the city of Gloucester, and whom Christal Britt has worked closely with in the referral process, has recommend SEFP to one of his clients, who is in the process of completing his last will and testament. The Attorney's client expressed wanting to donate his estate to a primary population of women and children. The Attorney suggested to his client the SEFP program. He has requested information on the administrative cost/overhead, should the client decide to move forward with such a donation. This request was forwarded to Mrs. Natalie Ward Christian who referred follow up with Patrick McDermott the attorney for the H-NNCSB. (SO #2)

COMMUNICATIONS AND BUSINESS DEVELOPMENT

Sherry Hunt, Director

1. **Business Development Activity**

- Worked with key stakeholders to secure a Veteran's Choice Program (VCP) Provider Agreement with the Department of Veterans Affairs Medical Center in Hampton, VA.
- Met with Cristal Britt, Family Care Coordinator for the South-Eastern Family Project, on April 4, 2017, and April 11, 2017 to review and discuss current marketing efforts and plan for the program. We discussed marketing goals and objectives for the future. Reviewed the current marketing materials and brochures utilized for SEFP. Recommendations made for changes that would help to more effectively showcase this program to our target market.
- Assumed role of project lead/grant writer on the SAMHSA Promoting Integration of Primary and Behavioral Health Care (PIPBHC) grant. Attended PIPBHC grant team meeting on April 17, 2017, with DBHDS, SEVHS and HNNCSB team.
- Met with Bob Deisch, Anne Whitaker and team on April 25, 2017 to discuss required sections of the grant.

2. **Marketing Activity**

- Convened a Social Media Task force and will lead the effort to study, develop policy, and ultimately establish a social media presence for the HNNCSB. The task force consists of Dr. Melanie Bond, Director of Quality Assurance and Improvement, Kim Thompson, Director of Human Resources, Charles McGee, Director of Information Technology, and Renee Davenport who will take minutes. Held the first meeting on April 13, 2017, in which we discussed the need to CONNECT, the platforms that should be considered, CARF accreditation requirements, sample policies, IT requirements and our three pronged approach of Policy, Practice, and Administration. Held the second meeting of the Social

Media Task Force on April 27, 2017, it was determined that it will be recommended that the agency start with a presence on Facebook and gradually establish a presence on other social media outlets; develop a Social Media Policy and establish a social media page simultaneously; and, utilize the Facebook page initially for recruitment purposes. It was also recommended that IT has established an account on Facebook but this account has not been activated. There was a lot of discussion regarding management of the site which will need to be further explored in future meetings.

- New H-NNCSB Website project – Established mechanism for all division directors and program managers to provide updates to their program content for the new HNNCSB website. Worked with IT to make the necessary updates, and held several meetings with the IT Web team including April 11, 2017, April 17, 2017, April 20, 2017 and April 21, 2017, to review the new website design and flow and make recommendations for changes. Met with Kim Thompson and staff on April 19, 2017 to review Human Resources content for the website. Attended Employee Wellness Fair and took pictures to use in upcoming HNNCSB publications.

3. **Legislative Activity**

- Participated on a conference call of the VACSB Public Policy Committee on April 6, 2017, to discuss the General Assembly's reconvened session. Received updates on the Governor's amendments to the Budget bill, the SJ 47 Committee, the hospital association bill, Same Day Access and funding for STEP-VA.
- Provided an update on the VACSB Public Policy Committee conference call along with other updates at the HNNCSB Board's Community Relations /Governmental Affairs Committee on April 24, 2017.
- Met with Marcus King, Administrator, Staff Development and Training, on April 12, 2017, to discuss the employee newsletter that he used to produce and to gather information needed to start distributing a newsletter for internal staff and external stakeholders.

4. **Upcoming Events**

- VACSB Conference May 3-5, 2017.
- Hall of Fame Employee Service Luncheon on May 17, 2017

5. **Meetings Attended**

- Attended Coordination of Services meeting on April 13, 2017.
- Attended Management Team meeting on April 24, 2017 and provided update on PIPBHC grant.
- Attended HNNCSB Board's Budget, Finance & Audit Committee meeting on April 24, 2017.
- Attended the HNNCSB Board's Community Relations /Governmental Affairs Committee on April 24, 2017.
- Attended Special Management Team meeting on April 26, 2017.
- Attended Board of Directors meeting on April 27, 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 April there were 10 new hires; 7 full-time and 3 part-time with 6 internal movements for the month as well. The new hires include 3 Behavioral Counselor, 3 Community Services Associate II, 1 Office Associate III, 2 Therapist I and 1 Therapist II.

During the month of April the revised Internship/Practicum Policy was implemented. Recruitment for Interns for the fall semester was opened on April 15th. In addition the Clinical Supervision Policy was finalized and will be implemented as of July 1st. We will begin having informational sessions for all employees currently receiving or interested in learning more about clinical supervision as a part of staff development next month.

2. Training Services

- During the month of April, Agency staff completed over 1785 online and classroom based courses.
- Mental Health First Aid was open to staff and the community with 13 in attendance. This course is offered as a continuing effort to help educate the community on Mental Illness.
- ASIST (Applied Suicide Intervention Skills Training) was offered to staff and the community with 13 in attendance. This course is offered as a continuing effort in suicide prevention education.

3. Committee Updates

➤ **Wellness Committee**

The Employee Wellness Fair was held on April 18th. We had 19 vendors onsite and over 230 employees in attendance. The event was a huge success! There were educational sessions, fitness demonstrations, wellness screenings, chair massages, smoothie and fruit infused water tasting. During the Employee Wellness Fair, the Wellness Committee held the 1st Quarterly Wellness Drawing. Employees, who in the 1st quarter, had an annual physical and completed an on-line health assessment were entered into the drawing. The Committee gave away 3 bikes, 1 TV, 1 \$350 Massanutten gift card and 10 \$25 gift cards. The committee continues to send “Wellness Wednesdays” emails to the staff with educational materials on maintaining and improving ones overall health.

QUALITY MANAGEMENT

Dr. Melanie Bond, Director

1. Quality Assurance and Improvement (QAIM) Division Activities

Members of the Division of Quality Management welcomed the new Utilization Review Specialist, Halima Rhea, BS, to the team on April 17, 2017. Halima is a 12-year veteran with the agency, serving in Adult and Child and Adolescent divisions.

The QM Director, QAIM and Utilization Review Specialist attended an ARTS training at Newport News Main Public Library on April 12, 2017.

Members of the QM Division participated in a conference call with DMAS Auditor, Ms. Chavis on April 13, 2017. This call was in reference to the DMAS audit conducted on the Therapeutic Day Treatment services from February 1-3, 2017. Ms. Chavis provided information about the final report from DMAS, which indicated a positive outcome. Ms. Chavis noted that the program consistently provided detailed, descriptive documentation and stated that the agency should be very proud of the services provided.

The Delmarva Foundation IDD reviews occurred on April 11th, 12th and 17th, which included reviews of Support Coordination Services. Members of the QM Division participated by coordinating meetings and retrieval of documentation with support coordination staff. The QAIM, IDD Director, and Support Coordination Supervisor participated in interviews with the Delmarva Quality Assurance Reviewer.

Members of the QM Division participated in DBHDS licensing reviews on April 3rd, 4th, 20th, 24th and 26th. Gail Schreiner, Senior Licensing Specialist, conducted a combination of record and personnel reviews of the following programs: PACT, SEFP, REACH, PIR, and Creative Options. Members of the QM Division participated in the licensing reviews by arranging space for the auditor, participating in exit meetings and communicating licensing review outcomes to program leaders. Citations were issued for the following programs as a result of these licensing reviews: SEFP, REACH and PIR.

The QAIM and QM Director continued to meet with the agency's Deputy Director and RCSU staff to revise the program's service description to reflect the proposed implementation of medication withdrawal management services.

2. Continuous Quality Improvement Activities

The Quality Improvement Committee (QIC) met on April 13, 2017 in order to continue its discussion regarding the effectiveness of the agency-wide records review process.

- Agency-wide plan to address systemic documentation trends. Members of QIC discussed survey results regarding the effectiveness of the current agency-wide quality medical record and program review process. The committee was asked to consider their program/division specific workflows in order to accomplish this agency-wide quality improvement activity.

- Members discussed the option of adopting an equation that would help to determine the amount of records to be audited in various programs. This equation would consider program and staff sizes. Dr. Bond reported that Allen Perkins, the agency's financial consultant agreed to assist the committee with this task.

Members of the QM Division facilitated a Program Implementation Committee (PIC) meeting on April 26, 2017 regarding ARTS. Members from the Youth and Family Services Division met to discuss a proposed ARTS program for adolescents in the community.

The QAIM completed the following agency trainings: Language Line training.

3. Utilization Review Activities

The QAIM and Utilization Review Specialist (URS) continued to provide guidance and support to agency programs, including recommendations for improvements regarding ongoing clinical documentation and record reviews, as well as interpretation of DMAS and licensure requirements.

Kathy Ricci, URS, provided training to the incoming URS, Halima Rhea, during the week of April 3rd. URS training consisted of refresher training on the record review spreadsheet, program specific utilization review workflows and Health and Safety inspection training. Ms. Ricci's last day with the agency was April 7, 2017. Ms. Rhea joined the QM Team on April 17, 2017. Additional division-specific trainings included URS Standard Operating Procedures, ARTS Training and orientation with the QM Division Director.

Ongoing Internal Record Reviews: The URS completed the monthly quality record review of the PACT program. Other record reviews included: Emergency Services, Regional Crisis Stabilization Unit (RCSU).

4. Compliance and Standards Department Activities

During the month of April, the Quality Management Division participated in the monthly VACSB Quality Management Leadership Committee conference call. In addition, the Division continued to attend and participate in the agency's monthly management team meeting to provide agency-wide and division updates and announcements. The QM Division also participated and/or facilitated several professional meetings during the month of April 2017:

- April 3, 2017: QM participated in a DMAS Appeal Hearing involving an individual who received services at the Hampton Roads Clinic (HRC).
- April 12, 2017: QM participated in the Board Quality Management Committee Meeting by providing the respective Board members with a quarterly quality assurance update and a quarterly compliance and human rights update.
- April 13, 2017: QM facilitated the agency's Independent Review Committee (IRC), which is a required committee stipulated by the Human Rights regulations. The purpose of this committee is to review and to approve the overall clinical necessity and effectiveness of an individual's Behavioral Treatment Plan (BTP). Before presenting a behavioral treatment plan before the LHRC for approval, the agency has to obtain approval from the agency's

IRC first. In addition, the continued use of restraints will be reviewed quarterly by the IRC, which will be subsequently documented and presented to the LHRC on a quarterly basis.

- April 17, 2017: QM participated in a REACH overview training conducted by Ron Clark.

5. **Human Rights Investigations, Grievances, Serious Injuries/Illnesses and Deaths**

During the month of April, 144 incidents were reviewed in Pro-Filer. Out of the 144 total incident reports, 36 were reported in the state Computerized Human Rights Reporting System (CHRIS) as the following:

- 28 Serious Injuries: Falls, Seizure, Suicide Attempt, Contusion, Swelling, Difficulty breathing, Sprain, and “Other”
- 4 Deaths: 3 Natural and 1 Homicide
- 3 Abuse: Neglect (Non-Peer) – All Non Substantiated
- 1 Complaint: Dignity – No Violation

There was one Mortality Review Packet submitted to the Office of Licensing during this reporting period.

In addition, one Serious Incident Review was initiated during this reporting period, which is currently under investigation.

6. **Southeast Alliance Local Human Rights Committee (SEA LHRC)**

The SEA LHRC met on April 18, 2017 under the provision of the updated Human Rights regulations. Mr. Reginald Daye will participate in the SEA LHRC meetings until a replacement has been secured.

Mr. Daye provided the Committee members with a brief training on the changes to the Human Rights regulations, to include the following:

- The informal and formal complaints are eliminated and there is now one complaint process, which now goes directly to the LHRC. Also, consumers are now able to appeal the findings of abuse, neglect and/or exploitation.
- The roles of the LHRC members have changed and some of the responsibility of LHRC’s have transitioned to the Office of Human Rights. The LHRC’s in this Tidewater region will be consolidating from 26 committees down to 6 LHRC’s:
 1. Williamsburg Regional LHRC; held at ESH (Bernadette covers)
 2. Southeast Alliance LHRC; held at H-NNCSB (Reginald covers)
 3. Suffolk Regional LHRC; held at WTCSB (Reginald covers)
 4. Health Planning Region 5 LHRC; held at Norfolk CSB (Bernadette covers)
 5. Virginia Beach Area LHRC; held at VB CSB (Stewart covers)
 6. Southeastern Virginia Training Center LHRC; held at SEVTC (Stewart covers)

- Providers are no longer required to affiliate with an LHRC, to attend all LHRC meetings, or to submit quarterly/annual reports. Providers will only have to come before the LHRC if there is business to conduct with the LHRC. The expectation is that we contact OHR to inform them that we need to attend an LHRC meeting and OHR will assign us to an LHRC.
- LHRC Responsibilities:
 - ✓ Hold hearings (Appeals);
 - ✓ Review rights restrictions (Behavioral treatment plans);
 - ✓ Receive, review, and act on variances;
 - ✓ Next friend;
 - ✓ Research; and
 - ✓ Consent and capacity
- Random on-site agency visits will increase.
- Ms. Cassie DeSena Jacobs is the new SEA LHRC Chairperson effective January 1, 2017.
- The use of prone restraints is prohibited.
- Capacity evaluations shall be conducted by or under the supervision of a licensed professional who is not directly involved with the individual.
- New requirement: Providers obtain approval of the LHRC for any restriction imposed under *Dignity or Restrictions on freedoms of everyday life* that lasts longer than 7 days or is imposed 3+ times during a 30-day period of time.
- OHR regulation updates attestation due no later than May 1, 2017 and updates to CHRIS system is upcoming to reflect these regulation changes.

The next SEA LHRC is scheduled for July 18, 2017.

7. **Corporate Compliance Investigations**

There was one Corporate Compliance investigation initiated during the month of April 2017, which is currently under investigation.

8. **Authorized Representative Assignments**

During the month of April, two capacity evaluations were completed, which warranted a recommendation for an AR assignment. AR appointment letters were subsequently drafted and provided to the Executive Director to review and sign.

9. **Human Rights Trainings**

During this reporting period, the Division of Quality Management continued to review and update of the agency's Human Rights policy to reflect the recently approved changes to the regulations. Natale Christian, Executive Director, approved the updated Human Rights policy on April 28,

2017. The required online attestation to indicate agency's compliance with updating its Human Rights policy to reflect the most recent changes was submitted on Friday, April 28, 2017. The agency's annual training will be subsequently revised.

10. Committee Involvement

The Medication Error Committee met on April 12, 2017.

- 14 incidents (28 incidents last quarter).

Quality Management and Corporate Compliance Team

Melanie Bond, Psy.D., Director

Alicia Gaston, M.Ed., Quality Assurance and Improvement Manager

Karen Matthews, M.Ed., Ed.S., Compliance and Standards Manager

Halima Rhea, BS, Utilization Review Specialist

Shannon Richardson, BA, Clinical Documentation Training Specialist

Renee Davenport, Office Manager



MEETING OF THE BOARD OF DIRECTORS

Thursday, April 27, 2017, 5:00 p.m.

CSB Campus Board Room

- Present:** Dr. Spencer, presiding; Mrs., Cieszynski; Mrs. Dahlen; Dr. Davidson; Mr. Gray; Mr. Morehouse; Mrs. Owens; Sheriff Roberts; Mrs. Rogers; Mrs. Stewart; Mr. Supler; and Dr. Williams Hunt
- Staff:** Mrs. Christian; Mr. Crisp; Mrs. Cunningham; Mrs. Barnes; Dr. Bond; Mrs. Daniel; Mr. Deisch; Mrs. Epps; Mr. Freeman; Mrs. Fowler; Dr. Gill; Mrs. Geary; Mrs. Glasgow; Mrs. Harris; Mrs. Hogge; Mrs. Hunt; Mrs. Mack; Mrs. Mays; Mrs. McCarthy; Ms. Newlon; Mrs. Stiff; Ms. Thompson; Mrs. Whitaker; Mr. Yelverton; Ms. Mercado; and Mrs. Harris
- Guests:** Mr. Barry Lee, Regional Manager, DBHDS Office of Licensing; Mr. Epps

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 April 27, 2017, Meeting of the Board of Directors for the Hampton-Newport News Community Services Board (H-NNCSB).

REMARKS OF THE CHAIR

Board Member Attendance

Dr. Spencer announced to Members of the Board of Directors that Ms. Morgan Russell and Mrs. Venneria L. Thomas had communicated their inability to attend the meeting.

Introduction of Guests

Mrs. Christian advised Members of the Board that that evening they had the pleasure of recognizing the H-NNCSB Employee of the Quarter as well as the Team of the Quarter who were invited to the meeting to be recognized by Members of the Board. Moreover, she recognized Mrs. Ida Stiff, Supervisor of Support Coordination, who would be introducing the Employee of the Quarter to Members of the Board.

Employee of the Quarter

Mrs. Ida Stiff, Supervisor of Support Coordination, provided Members of the Board with an introduction of the FY17, Employee of the 2nd, Quarter, Mrs. Rechanda Mays. Reading the nomination for the award, Mrs. Stiff advised Members of a very serious event that took place at the home of an H-NNCSB Customer on October 19, 2016. She reported that while conducting an annual meeting with the H-NNCSB Customer, Mrs. Mays, put her CPR training into action when the individual she was reviewing collapsed in the bathroom after forcefully choking. Mrs. Stiff continued that while several people were standing around, Mrs. Mays performed CPR on the Customer while conducting herself in a very professional manner. She noted that while, the Customer passed away that day, the family members were very impressed with the immediate actions of Mrs. Mays, and expressed their special thanks for her efforts in the obituary.

Additionally, Mrs. Stiff shared that Mrs. Mays on November 25, 2013, after the passing of her husband, whose body Mrs. Mays donated for transplanting, she received a letter from one of the tissue donor recipients who was a 15-year old girl who was grateful that she was able to use her legs again due to the donation. Mrs. Stiff continued that Mrs. Mays does so much for everyone, is truly an awesome person, and is a guardian angel to clients and staff of the H-NNCSB.

Mrs. Mays thanked Mrs. Stiff for the nomination and other Supervisors that attended the Board Meeting for her recognition. She announced that it had been a pleasure for her to receive the Employee of the Quarter Award and that she was really excited to be appreciated as she thanked Members of the Board for her recognition. She also noted that she invited Mr. Barry Lee, of the Office of Licensing.

Mrs. Christian added that it was the first time that H-NNCSB had the Regional Licensure Manager, Mr. Barry Lee, at a Meeting of the Board to recognize staff. Mr. Lee took the opportunity to point out to Members of the Board that Support Coordination is a very important piece. He continued that Support Coordinators, such as Mrs. Mays, are the key to clients getting what they need to be successful. He stated that he had to be at the recognition of Mrs. Mays because he sees her on a day-to-day basis performing exemplary work. Mr. Lee continued noting that the Office of Licensing finds Mrs. Mays to be the epitome of what a Support Coordination is to be and that she is “nothing but the truth”.

Following a much appreciated standing ovation from Members of the Board and staff, Dr. Spencer thanked Mr. Lee and H-NNCSB staff for their attendance and recognition of Mrs. Mays as the Employee of the Quarter and provided them the opportunity to remain at the meeting or be excused for the remainder of the meeting.

**Team Effort
 Award**

Mr. Anthony Crisp, Deputy Executive Director, had the opportunity to introduce Members of what he called the “extreme makeover team”, Members of the Hampton and Newport News Drug Treatment Courts were nominated and won recognition for the Team Effort Award. Following a brief introduction of Members of the Drug Treatment Courts, by Mrs. Sherry Glasgow, Drug Court Administrator for Hampton and Newport News, Mr. Crisp provided information from the nomination and expressed his thanks to the Drug Treatment Court team for all the hard work that they do noting that many individuals come out of jails, and are transitioned into productive citizens noting there being no situation that is too big for them to handle.

Mrs. Christian noted that she was looking forward to joining recipients of the Team Effort Award for lunch. Members of the Team were congratulated by Members of the Board and Staff, further Mrs. Gloria Epps and Mr. Bill Yelverton were congratulated on their very recent retirement.

Dr. Spencer thanked both Mrs. Mays and the recipients of the Team Effort Award and asked that they “keep up the good work” that they do.

Other Remarks

Dr. Spencer used this opportunity to ask Members of the Board to be mindful of upcoming Standing Board Committee meetings that while scheduled during the month of May. He advised of a few Standing Board Committees in this category to include the By-Laws Committee meeting scheduled on May 10th, at 4PM; and the Nomination and Selection Committee scheduled on May 11th, at 4PM. He suggested that Members refer to the Calendars in the back of their Board Package and confirm their attendance at the events as soon as practical with Ms. Mercado.

**PUBLIC
 COMMENT**

There were no public comments received from the audience.

**ACTION ITEM
 A-1.**

The Minutes of the Board of Directors Meeting held on March 23, 2017, were unanimously accepted as presented.

COMMITTEE REPORTS

Board Quality Management

Dr. Elva Williams Hunt, Committee Chair, reported that Committee Members of the Board Quality Management Committee held their quarterly meeting on Wednesday, April 12, 2017, at 4:00 p.m., where they received updates on Regulatory Compliance, Human Rights Policy changes, and Regional and State activities.

Dr. Williams Hunt continued her report noting that in the area of Regulatory Compliance, Mrs. Alicia Gaston, Quality Assurance Improvement Manager, provided Members with an update on several audits held since the last quarterly meeting of the Committee. She advised Members of the Board that while staff continued to await an audit report from HMS, a subcontractor for the Dept. of Medical Assistance Services (DMAS), the Hampton-Newport News Community Services Board (H-NNCSB) had received a response from Myers & Stauffer, another auditing firm, where the requested over payment had already been made. Additionally, it was stated that most recently, DMAS performed another audit on the CSB Therapeutic Day Treatment (TDT) Program and that the DelMarva Foundation audited several records of both the Intellectual and Developmental Disabilities Services (IDDS) and Creative Options Programs where the H-NNCSB had done very well.

Dr. Hunt also announced that Mrs. Karen Matthews, Compliance and Standards Manager, informed Members of a few major Human Rights Policy changes which had been made. She pointed out that H-NNCSB policies had already been updated to reflect new changes. Moreover, she advised Members that along with several other changes, the new policy shortened the complaint and appeals processes, and introduced what are called, "*Look Behind Audits*"; a new procedure where audits can now be done regionally in hopes to address concerns with smaller providers.

Mrs. Matthews continued her report by providing Members with a summary of the Local Human Rights Committee (LHRC) meeting held on January 17, 2017. Mrs. Matthews reported that the number of LHRC's would soon be reduced from 25 to 6 with the Southeastern LHRC, held at the H-NNCSB, being one of the remaining committees. Members were advised that the time of LHRC meetings was also changing from evening to afternoon hours, and that the new Chair for Southeastern was Mrs. Cassie Jacobs. Additionally, it was stated that providers were no longer required to affiliate with LHRC's and, under the new regulations, only had to attend meetings if they have business to conduct.

Regionally, it was shared by Dr. Hunt that Dr. Melanie Bond, Quality Management Director, reported that new Addiction, Recovery and Treatment Services (ARTS), became effective April 1st, and the Commonwealth Coordinated Care Plus Program (CCC+) scheduled to launch in the fall. She shared that there were still a lot of questions not yet answered with regard to the CCC+ Program.

In closing on her Committee's report, Dr. Hunt provided that Mrs. Natale Christian pointed out that while the job of the Quality Management Division is often a tough one, the Division's quality, fairness and objectivity during internal audits had shifted the way they are viewed by staff who are now very welcoming and open to internal audits and reviews. It was noted that the Quality Management Division added value to the work of the agency and defines areas that need improvement. She also announced that the next quarterly meeting of the Board Quality Management Committee had been scheduled for Wednesday, September 13, 2017, at 4:00 p.m. and is open to all Members of the Board. Dr. Spencer thanked Dr. Williams Hunt for her Committee Report and noted that the report was quite in depth as he encouraged Members of the Board to pay attention to the work of the Committee.

Budget, Finance And Audit

Mrs. Izabela Cieszynski, Board Member, reported that Members of the Budget, Finance and Audit Committee held their monthly meeting earlier in the week on Monday, April 24, 2017, at 4:00 p.m. in the H-NNCSB Campus Board Room, where Members and staff took a closer look at H-NNCSB Financial Statements, Operating Results, and Comparative Balance Sheets through March 31, 2017, for the Hampton-Newport News CSB and its entities.

Mrs. Cieszynski advised that Ms. Newlon stated that staff had begun their journey to complete the FY2018 Budget, and were optimistic about new opportunities which included additional funding for the Addiction, Recovery and Treatment Services referred to as "ARTS" and the Commonwealth Coordinated Care Plus Program (CCC+). She continued that the H-NNCSB will be assuming level state, local and federal funding and that a trend of decreased fee revenue projections had been noted due to changes in regulations and payer guidelines. Mrs. Cieszynski added that Ms. Newlon also advised Members of the Committee that the results of the Compensation Study were finalized and that staff are now reviewing the data received and developing a plan to phase in recommended salary and grade changes. In closing on this item, Members were informed that staff was confident in providing a balanced budget in accordance with projected timelines previously provided to Members of the Budget, Finance and Audit Committee.

Mrs. Cieszynski shared that Members were also provided with an update of CSB Cash Balances and Operating Reserve where Ms. Newlon noted that the CSB and the Region remained cash strong. Moreover, Members of the Committee were reminded that as the Fiscal Agent for several projects in Region V, a portion of the available cash represented regional funds. She informed Members that Ms. Newlon also provided the Committee with a review of the CSB Aging and Earned Revenue, Unbilled Services graph, Variance Analysis, and CSB Health Insurance pointing out that for the current fiscal year, H-NNCSB is over budget.

It was provided by Mrs. Cieszynski that staff also reported on the Financial Statements and Comparative Balance Sheets through March 31, 2017, for the Hampton-Newport News Community Services Board and its entities; namely, the H-NNCSB Property Company, Inc.; Share-A-Homes of the Virginia Peninsula; Dresden, LLC, and the Trust for Disabled Persons, where there were no remarkable changes from the prior month. However, a decrease in Medicaid account receivables and the pay down of debt loans was pointed out among these entities. She added that Ms. Newlon announced that everything was going in line with the budget reforecast.

In closing on her report, Mrs. Cieszynski announced to Members of the Board that the next meeting of the Budget, Finance and Audit Committee had been scheduled for Monday, May 22, 2017, at 4:00 p.m. She noted that staff are to present both the FY18 Performance Contract and Budget for the Committee's review and consideration. For this reason, she extend an invitation to all Members of the Board to attend the next meeting. Dr. Spencer encouraged Members that they may want to plan to attend the upcoming Budget, Finance and Audit Committee meeting to see the presentation of the FY18 Budget.

**Community Relations /
 Governmental
 Affairs**

Mrs. Beatrice Dahlen, Committee Chair, announced that Members of the Community Relations / Governmental Affairs Committee last met on Monday, April 24, 2017, at 4:30 p.m., to receive updates on matters of the Virginia General Assembly and Dept. of Behavioral Health and Developmental Services, along with Local Initiatives, upcoming Board of Director Events, and the National Alliance on Mental Health.

Mrs. Dahlen advised that Members of her Committee began their meeting with a report from Mrs. Sherry Hunt, Director of Communications & Business Development who provided Members with an update on the Dept. of Behavioral Health and Developmental Services. More specifically, it was noted that Mrs. Hunt

stated that the Virginia Association of Community Services Boards (VACSB) Public Policy Committee held a conference call on April 5th, to discuss the reconvened Session of the General Assembly. It was shared that while Governor Terry McAuliffe made recommendations to the budget, the most relevant to the VACSB, addressed restoring mental health assessment services in the jails and Medicaid Expansion. In her report, Mrs. Hunt announced that it was no surprise that neither of the recommendations made by Governor McAuliffe were upheld by the Virginia General Assembly. It was stated that the VACSB had also requested funding be attached to all future mandated services provided by CSBs as recommended by the SJ47 Deeds Commission.

During the meeting, Mrs. Dahlen informed Members that Mrs. Christian announced that the VACSB and the Dept. worked together this year to request General Assembly support of the “STEP Virginia (VA)” model project which is the 9-component mental health access plan where “Same Day Access” services are included. She provided that while STEP VA was approved by the General Assembly, adequate funding was not attached to the model as of yet. Mrs. Christian continued that the VACSB and the Dept. would seek additional funding for STEP VA and would also request that a clause be included in future legislation to not mandate CSBs to provide services and/or programs which are not funded. Additionally, Mrs. Christian stated that CSBs are waiting to hear how the Dept. would apply the \$4.6M that was allocated in the current budget for “Same Day Access” services, the initial component of STEP Virginia.

Mrs. Dahlen stated that Members of the Committee were also advised of the CURES Act where Mrs. Christian reported that federal grant funding for Opioid Addiction treatment was being channeled through the Dept. of Behavioral Health and Developmental Services. However, it was pointed out by Mrs. Christian that we received notice that the H-NNCSB was not among the CSBs selected to receive these funds. It was noted that apparently, the Virginia Department of Health Opioid overdose and addiction data for Hampton and Newport News does not support the greatest need for this funding. Mrs. Christian informed that she has asked for clarification on the funding formula and data used to make this funding decision. Moreover, it was added that the DBHDS has since informed the H-NNCSB that we will be receiving \$60,000 for prevention from CURES Act funding.

Locally, Mrs. Dahlen continued her Committee Report noting that Mrs. Christian informed Members of the Committee that she was working on setting up a CSB orientation meeting with Mrs. Cindy Rohlf, the newly appointed Newport News City Manager. She invited Members of the Board to participate in this meeting to welcome Mrs. Rohlf and to update her on the H-NNCSB activities. Members of the Community Relations / Governmental Affairs Committee were asked to advise Mrs. Mercado of their availability to participate.

Mrs. Dahlen reminded Members to make note of the upcoming 21st Annual Employee Service Recognition, Patty L. Gilbertson Award and 2017 Hall of Fame Ceremony scheduled on May 17th, at the Newport News Marriott at City Center. She shared that Members of the Community Relations / Governmental Affairs Committee and staff discussed honorees, and that Mrs. Christian asked for Board Member volunteers to assist with presentations for the event. It was pointed out that the Hall of Fame inductees have been notified and have provided staff with their guest lists. Mrs. Dahlen added that Members of her Committee briefly discussed possible candidates for upcoming elections, noting that a number of candidates have sought to speak with the H-NNCSB since mental health has come to the forefront. She asked that Members be mindful of local candidate appearances for H-NNCSB advocacy purposes, especially with May being Mental Health Month.

It was reported that Mrs. Sherry Hunt made Members aware that H-NNCSB had been selected by the Dept. to be one of two CSBs included in a Federal Substance Abuse and Mental Health Services Administration (SAMHSA) grant application for Integrated Behavioral Health and Primary Health Care services. She continued that the goal of the H-NNCSB is to expand its current partnership with the Southeastern Virginia Health Systems to provide pediatric care for children and adolescents at the H-NNCSB child clinic.

Mrs. Dahlen also stated that Mrs. Christian announced that with the help of Sheriff B. J. Roberts and Mr. Anthony Soltys, the H-NNCSB had been approved as a *Choice Provider* to provide behavioral health services to Veterans. She noted that this has been a goal that the H-NNCSB had been working on for a few years.

In closing, Mrs. Dahlen advised Members of the Board of Directors that the next meeting of the Community Relations / Governmental Affairs Committee had been scheduled on Monday, May 22, 2017, at 5:00 p.m., immediately following the Budget, Finance and Audit Committee meeting. She reminded Members that the meeting would be open to all Members of the H-NNCSB Board of Directors.

CONSIDERATION ITEM

Dr. Spencer shared that it appeared that the only item to consider during the month was the upcoming 21st Annual Employee Service Recognition, 2017 Hall of Fame and Patty L. Gilbertson Award Luncheon previously provided by Mrs. Dahlen in her report. He reminded Members that the event was scheduled on May 17, 2017, at 11:30 a.m., at the Newport News Marriott at City Center. Dr. Spencer continued that during the event, Members of the Board would not only have the opportunity

to recognize the dedication of many employees of the H-NNCSB and their personal commitment to serving its customers and their families, Members of the Board of Directors would also be inducting both Senator Mamie Locke and Senator Montgomery “Monty” Mason into the H-NNCSB 2017 Hall of Fame. He announced that Members of the Board should have already received a formal invitation to the honorable event by U.S. Mail and asked that they provide their availability to Ms. Mercado.

INFORMATION ITEMS

Compensation Study

Mrs. Christian announced to Members of the Board that the H-NNCSB Compensation Study had been completed by SESCO, and that staff would like to present study findings at the May Board of Directors Meeting. She advised that the findings had been favorable and the goal is to incorporate the recommendations into the FY18 Budget. She pointed out that while the H-NNCSB had very few positions that were not at the hiring range of other agencies and local governments in the Region, it was validated that the H-NNCSB is competitive with its salaries.

Ms. Thompson reiterated that it was good to hear that the H-NNCSB had fair pay practices with less than 20 positions that needed updating and incorporation into the budget. She noted that the agency wanted to get everyone in a targeted range if they had been employed by the H-NNCSB for the last two years. Ms. Thompson stated that staff worked well with the CSB Consultant, SESCO, and she felt really good about the study. In closing on this matter, she shared that she is looking forward to implementing the new pay code system recommendations, and that Members of the Board would receive information regarding the Compensation Study as well as the FY18 Budget at the May Meeting of the Board.

Employee Wellness Fair

Ms. Thompson also provided Members of the Board of Directors with an update on the *H-NNCSB Employee Wellness Fair* held on Tuesday, April 18, 2017 on the Campus. Members were informed that there were over 250 staff who attended the event which provided wellness information from approximately 29 vendors. She advised that some of the items provided at the Wellness Fair included glucose testing, blood pressure checks, and chair yoga, to name a few. Some of the vendors noted included a chiropractor, local hospital, and Walmart. Mrs. Christian chimed in that the event was great, health wise, and that staff really got a lot out of the event. It was joked that the only downside to the event was that Mr. Anthony Crisp, Deputy Executive Director, was unable to attend the event, but won a bike in the quarterly wellness drawing. Otherwise, Mrs. Christian informed Members that the

H-NNCSB Employee Wellness Fair was fun and informative, sharing that both Dr. Spencer, Board Chair, and Mrs. June Owens, Board Member, stopped by and were able to experience the event along with staff. Members of the Human Resources Division were commended for leading the charge and doing a good job by Mrs. Christian.

BOARD PRESENTATION

Waiver Redesign Dr. Spencer introduced Mrs. Carol McCarthy, Director of Intellectual and Development Disability Services, who provided Members of the Board with an update to their initial Presentation on the newly implemented Waiver Redesign. Mrs. McCarthy provided Members of the Board Waiver Redesign updates and highlights which included significant changes Waiver Redesign services and their impact on the Hampton-Newport News Community Services Board (H-NNCSB).

More specifically, in her report, Mrs. McCarthy provided Members of the Board with changes made since her initial presentation. She noted these changes resulted from several factors including federal and state requirements based around integration and employment factors, not to mention the need to improve the provider's skills and abilities to support those with intensive medical and behavioral needs in the communities served. It was announced that Intellectual and Development Disability Services (IDD) was now under one umbrella currently referred to as Developmental Disability Services (DD).

Mrs. McCarthy shared with Members of the Board information regarding how the previous and new processes of the program which streamlined and promoted more priority based access to DD services. Mrs. McCarthy provided Members with a few other components that determined when an individual would be eligible for DD services or placed on the DD Waiting List. She pointed out a new assessment process called the Virginia Individual Developmental Disability Eligibility Survey (VIDES) where individuals would have to meet at least 3 of the 8 categories on the survey to be considered eligible for Waiver Services. These categories are based on the needs and/or supports required of each individual. Members were also made abreast of the new eligibility process and Priority of Need criteria connected to the process along with information regarding the *Waiver Slot Assignment Committee* (WSAC) whose participants were made up of an unbiased group of community members. Mrs. McCarthy provided Members with the process of the Committee whose determinations could possibly lead to amended waivers; the Supports Intensity Scale which evaluates practical supports and measures support needs. She

also reported on the 7 Support Levels and 4 Reimbursement Tiers available in the updated ID Waiver Redesign sharing that most H-NNCSB customers fall in a two or 3 tier which impacts services provided adding that the lower the tier of service, the lower reimbursement that would be received.

The Presentation also provided Members of the Board with specific information regarding cost changes by Tier, and significant differences and challenges to include higher tiers having a more staff to client ratio. Moreover, Mrs. McCarthy provided a few examples, using Members of the Board, to describe funding impacts both the H-NNCSB residential and day programs due to the updated Waiver Redesign system as compared to what used to happen in the past. Furthermore, she addressed regulations for home and community bases settings noting that the Dept. of Behavioral Health and Developmental Services (DBHDS) is pushing for community engagement, encouraging choice of services, and individuals having supports to control their own schedules, etc. Mrs. McCarthy informed Members of the Board that due to current regulations, the H-NNCSB has started having individuals sign a lease, provide them with keys, and they are allowed to have guests at the residential homes, etc. adding that while there are still some parameters around these items, individuals have control of their own schedules and access to anything important to them.

Mrs. McCarthy ended her presentation providing that the future of Waiver Redesign requires the H-NNCSB to shift its focus and energy on how to build additional resources, to continue to build relationships with businesses and owners of private organizations to provide opportunities for the individuals we serve and to also empower them to make decisions using the person-centered thinking model. She also provided Members with a copy of the Compliance Checklist under the Center for Medicaid Services ruling noting that while the H-NNCSB has until 2019 to be in compliance, it has already made changes and continue to make the necessary changes to comply with changes passed down through the new Waiver Redesign. She closed noting the H-NNCSB will always keep in mind the best interest of the individuals and their expectations of the H-NNCSB. Mrs. McCarthy fielded questions from Members of the Board before concluding her presentation.

PROGRAM HIGHLIGHTS

Special Book Donation

Mrs. Lisa Hogge, Director of H-NNCSB Youth and Family Services (YFS) division, provided a “gift” to all Members of the Board pointing out that as noted in her Program Highlights on Page 11 of the April Board Package, Mrs. Darlene Walker, Chapter President of the *Hampton Roads Chapter of the National Black*

Child Development Institute donated 200 copies of the book entitled “*At The Farmers Market*” to the Hampton-Newport News Community Services Board to be distributed to a variety of agency customers. She pointed out that the books were designed for read-aloud events for children and their families in support of the mission to enhance literacy in the Hampton Roads areas. Mrs. Hogge added that as a Corporate Partner, and an additional 15 copies of the book was donated to H-NNCSB Board Members who were encouraged to take time to read the book with a child in their lives.

**Minority Youth
 Violence Prevention
 Grant Opportunity**

Mr. Freddie Simons reported on the U.S. Dept. of Health and Human Services, Office of Minority Health, Minority Youth Violence Prevention II grant where the H-NNCSB is serving as the lead agency. It was stated that the CSB is working with the Cities of Hampton and Newport News on the Federal grant to address violence prevention among minority youth. More specifically, Mr. Simons stated that while this will be for an extensive and experimental, pre-selected group, H-NNCSB has been asked to train the youth for a 4-year period of time. He noted that the program will be in partnership with both city police departments, and if received, the grant will be in the amount of \$1.7M. Members of the Board will be provided an update on the status of the grant at a later date.

**Hampton Sheriff’s
 Dept. Senior Picnic**

Following an invitation from Dr. Spencer for Board Member comments, Sheriff B. J. Roberts personally invited Members of the Board to the upcoming *13th Annual Senior Picnic* sponsored by the Hampton Sheriff’s Dept. He announced that the event was scheduled for Tuesday, May 23, 2017, from 11:00 to 2:00 p.m. and that many elected officials are expected to attend. He advised Members of the number to send their RSVP to ensure they get their tickets to the event.

**Sen. Mason
 Town Hall Meeting**

Mrs. Dahlen made mention to Members of the Board of the upcoming Town Hall Meeting given by Senator Montgomery “Monty” Mason on May 1, 2017.

**Library Volunteer
 Recognition**

Mrs. Dahlen also shared with Members that our own, Mrs. Izabela Cieszynski, Board Member, was recognized at the Newport News Library Volunteer event held recently.

**Southeastern Family
 Garden Planting
 Project**

Dr. Arva Davidson, announced that she along with six other ladies were working on a project named “*One To Grow On*” at the H-NNCSB Southeastern Family Project (SEFP) where they are developing a vegetable garden. The project is integrating growing the garden with growing healthy families and healthy children. The thought is that if you can learn how to grow healthy vegetables, you can help grow your children. She informed Members of the Board of some of the items still needed for the garden as she provided some particulars about how the garden is to be planted above ground. It was noted that they would be working with a master gardener and would be planning beans, tomatoes and other items depending on the season.

Dr. Davidson also announced that the Lowes in the city of Newport News had donated \$1,000 to the project after she shared information about the project and program that would be participating. She added that Lowe’s would also be building the planters in the next week. Members were advised that while Mrs. Davidson was not asking for anything right now, she inserted that any gift cards from Andersons or other planting stores would be greatly appreciated. Members were also informed that the first planting date was already scheduled for Saturday, May 20, 2017, after 1:00 p.m. Mrs. Christian reminded Members that the Southeastern Family Project, SEFP was the H-NNCSB program for pregnant women.

**CLOSING
 COMMENTS**

As the meeting came to a close, Dr. Spencer reminded Members of the Board to mark their calendars accordingly regarding upcoming Standing Board Committee meetings announced during the evening along with those on the Board Planning Calendars provided for their information in their Board Package. Additionally, he asked that Members take a few minute to review other information provided for their in your Red Folders.

ADJOURNMENT

There being no additional business to discuss, the meeting was adjourned at 6:29 p.m.

 Dr. Turner Spencer
 Chair

 Mrs. Beatrice Dahlen
 Secretary

FY17 Monthly Planner

May 2017

01	10:00	am	HPR-V Regional Leadership Conference Call
02	11:30	am	Executive Leadership Team
03 – 05			VACSB 2017 Development and Training Conference
08	1:30	pm	Newport News CPMT
09	8:30	am	EVMS Mental Health Summit, Norfolk
10	11:30	am	H-NNCSB Nurses Week Luncheon
10	2:00	pm	Eastern State Hospital Discharge Planning Monthly
10	3:30	pm	BB&T Health Insurance Update
10	4:30	pm	By-Laws Committee
11	4:00	pm	Nomination and Selection Committee
11	All day		DBHDS Block Grant Audit
12	2:30	pm	DBHDS Audit – Exit
12	3:00	pm	Virginia Dept. of Health, Summit Conference Call
15	10:00	am	C.O.R.E. Program, Portsmouth
15	1:00	pm	Meeting with HNNCSB Medical Director
16	11:30	am	Executive Leadership Team
17	11:30	am	21st Annual Employee Service / Patty L. Gilbertson Awards Luncheon and 2017 Hall of Fame Ceremony
18	5:00	pm	H-NN Community Criminal Justice Board
22	9:00	am	H-NNCSB Management Team
22	4:00	pm	Budget, Finance and Audit Committee
22	5:00	pm	Community Relations / Governmental Affairs
23	11:30	am	Executive Leadership Team
23	1:00	pm	Steering Committee
23	1:00	pm	Peninsula Opioid Work Group
24	5:30	pm	Board and Commissions Reception, City of Newport News
25	12:00	pm	NN Youth and Gang Violence Reduction Steering Committee
25	2:00	pm	Hampton CPMT
25	5:00	pm	CSB Board of Directors
25	HOLIDAY OBSERVED – H-NNCSB Closed.		
30	11:30	am	Executive Leadership Team

FY17 Monthly Planner

June 2017

01	12:00 pm	H-NNCSB Physicians Meeting
06	11:30 am	Executive Leadership Team
06	5:00 pm	Strategic Planning Committee
12	9:00 am	HPR-V Executive Directors Regional Meeting
12	1:30 pm	Newport News CPMT
11	11:30 am	Executive Leadership Team
11	1:00 pm	Steering Committee
12	4:00 pm	Budget, Finance and Audit Committee
12	5:00 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
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