



MEETING OF THE BOARD OF DIRECTORS

Thursday, September 28, 2017, 5:00 p.m.

CSB Campus Board Room
300 Medical Drive
Hampton, VA 23666

Board Officers

Wanda Rogers, **Chair**

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

Pixie Killebrew, **Treasurer**

Beatrice V. Dahlen, **Secretary**

Members of the Board

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



V i s i o n

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

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

Strategic Objective #2

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

Strategic Objective #3

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

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DATE: September 21, 2017
TO: Members of the Board of Directors
FROM: Natale Christian, Executive Director
SUBJECT: **Meeting of the Board of Directors
September 28, 2017, at 5:00 p.m.
CSB Campus Board Room, 300 Medical Drive, Hampton, VA**

Greetings Members of the Board. Hopefully you have had an enjoyable summer. We are looking forward to seeing you next week. Thank you all for attending the Board of Director Retreat held on August 16th. The feedback from Members of the Board has been very positive, and we are pleased that you found it to be helpful and informative.

This past year has been very productive, and we are looking forward to a challenging, yet productive, Fiscal Year 2018. As you review your Board Standing Committee assignments, please advise us if there are any changes that you would like to make as we anticipate that our Board Committees will be very busy this fiscal year.

Attached for your review and consideration is the Agenda and Package for the first **Board of Directors Meeting for the Hampton-Newport News Community Services Board in FY2018** scheduled on **Thursday, September 28, 2017, at 5:00 p.m.**

Please be advised that while Members of the **Board Quality Management Committee** have already held their initial meeting of the new fiscal year on **Wednesday, September 13th, at 4:00 p.m.**, and Members of the **Strategic Planning Committee** met earlier this week on **Wednesday, September 14th, at 4:30 p.m.**, Members of the **Budget, Finance and Audit Committee** are scheduled to meet on **Monday, September 25th, at 4:00 p.m.**, followed immediately that same date at **4:30 p.m.** by Members of the **Community Relations / Governmental Affairs Committee**. Please remember that Board Standing Committee meetings are open to all current and former Members of the Board.

Again, we look forward to seeing you next week, and thank you for all you do for the individuals served at the Hampton-Newport News Community Services Board!

NWC:gvm
Enclosures

MEETING OF THE BOARD OF DIRECTORS

Thursday, September 28, 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 Period**
4. **Action Items**
 - **A-1** Minutes of the Board of Directors Meeting of June 15, 2017
 - **A-2** Minutes of the Special Called Meeting of the Board Meeting of June 29, 2017
 - **A-3** FY18 Executive Director Employment Agreement
5. **Standing Board Committee Reports**
 - Board Quality Management Committee
 - Strategic Planning Committee
 - Community Relations / Governmental Affairs Committee
 - Budget, Finance and Audit Committee
6. **Consideration Items**
 - **C-1** Virginia Association of Community Services Board Conference
 - **C-2** H-NNCSB Employee Appreciation Event
 - **C-3** H-NNCSB Annual Thanksgiving Luncheon
7. **Information Items**
 - **C-1** Addiction and Recovery Treatment Services
 - **C-2** STEP Virginia
 - **C-3** Commonwealth Coordinated Care Plus (CCC+)
 - **C-4** DD Urgent Waiver Waiting List
8. **Program Highlights**
9. **Adjournment**

ACTION ITEMS

September 28, 2017

A-1. Minutes of the Board of Directors Meeting of June 15, 2017

Issue: Board approval of the Minutes of the Board of Directors Meeting held on Thursday, June 15, 2017.

Background: Minutes of the Meeting held on June 15, 2017, are included in the Board Package for review by Members of the Board of Directors.

ACTION: Board approval of the Minutes of the Board of Directors Meeting held on June 15, 2017.

Enclosures: Minutes of the Board of Directors Meeting of June 15, 2017.

A-2. Minutes of the Special Called Board of Directors Meeting of June 29, 2017

Issue: Board approval of the Minutes of the Board of Directors Meeting held on Thursday, June 29, 2017.

Background: Minutes of the Meeting held on June 29, 2017, are included in the Board Package for review by Members of the Board of Directors.

ACTION: Board approval of the Minutes of the Board of Directors Meeting held on June 29, 2017.

Enclosures: Minutes of the Board of Directors Meeting of June 29, 2017.

A-3. FY18 Executive Director Employment Agreement

Issue: Approval of the Revised FY18 Executive Director Employment Agreement.

Background: At the Special Called Meeting of Members of the Board of Directors for the Hampton-Newport News Community Services Board, Members unanimously approved the Annual Evaluation of Mrs. Natale Christian; her Employment Agreement renewal for two years, and a 2% Cost of living increase in line with what is approved for general staff of the Hampton-Newport News Community Services Board.

Upon submission and review by the Dept. of Behavioral Health and Developmental Services, it was suggested that staff rewrite the terms of the contract revising it from the Board approved 24 months to the recommended 12 months so as not to have the employment agreement written like a five year contract that was not consistent with an annually renewable contract. In order to comply with the request of DBHDS, staff have revised the originally approved Executive Director Agreement for Employment Term to the recommended 12 months.

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

Red Folder Item: Revised Section of the revised FY18 Employment Agreement of the Executive Director.

CONSIDERATION ITEMS

C-1. Virginia Association of Community Services Boards (VACSB) - 2017 Public Policy Conference

Issue: VACSB 2017 Public Policy Conference, **October 4th – 6th**, Williamsburg, VA.

Update: During the Annual Board of Directors Retreat held on August 16th, Members of the Board were provided with a flyer announcing the upcoming **VACSB 2017 Public Policy Conference** scheduled from **Wednesday, October 4, 2017 to Friday, October 6, 2017**, at the **Williamsburg Lodge Hotel**. As this event is taking place in a little over a week, Members of the Board of Directors, who have not already done so, are asked to inform Ms. Mercado of your availability to attend this very informative event.

ACTION: Members of the Board of Directors, who have not already done so, are asked to inform Ms. Mercado of your availability to attend the **VACSB 2017 Public Policy Conference**.

Enclosure: A copy of the **VACSB 2017 Public Policy Conference** flyer.

C-2. H-NNCSB Employee Appreciation Event

Issue: H-NNCSB Employee Appreciation Event – **October 12, 2017**.

Background: In an effort to show its appreciation for staff last year, the Hampton-Newport News Community Services Board held its first Employee Appreciation Event which was a huge success and received many positive reviews. Since it was such a success last year, we are planning our next event on **Thursday, October 12, 2017**, from **11:00 a.m. to 3:00 p.m.**

At this time, we cordially invite available Members of the Board of Directors to come out and experience this year's event with us as staff take this opportunity to enjoy the many games, music, great food, and fun that will be had. We ask that Members ***"Save the Date"*** as we prepare for this event.

ACTION: Members of the Board of Directors are asked to *“Save the Date”* for the upcoming Employee Appreciation Event.

C-3. H-NNCSB Annual Thanksgiving Luncheon

Issue: H-NNCSB Annual Thanksgiving Luncheon – *Save The Date!*

Background: Each year the Hampton-Newport News Community Services Board hosts its Thanksgiving Luncheon which provides the individuals we serve with an opportunity to show their appreciation to employers and citizens in our communities who have made a positive impact on their lives during the year. This year the event is scheduled to be held at the **Hampton Roads Convention Center** on **Wednesday, November 8, 2017**. Additional information regarding this event will be provided to you shortly.

ACTION: Please *“Save the Date”* as we prepare for this annual 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, Peer Recovery Services, and Residential Treatment for pregnant women.

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 includes two new services, Intensive Outpatient and Suboxone Medication Assisted Treatment. We have also enhanced the staff composition to ensure clinically appropriate, accessible 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 was designed to assure more consistency of services provided by CSBs across the Commonwealth. Through a collaboration between the Virginia Association of Community Services Boards (VACSB), and the Department of Behavioral Health & Developmental Services (DBHDS), STEP Virginia is a system-wide transformation effort, and the recommendation of

the Deeds Commission / SJ47 Committee. This model promotes improved access to screening, assessment, and treatment.

Update: Eighteen CSBs received funding from DBHDS to begin implementation of the Same Day Access process. The H-NNCSB and the other 21 CSBs received \$26,000 to begin consultation and training with MTM Services on providing Same Day Access Services. This training will be scheduled within the next few months. DBHDS and the VACSB will pursue additional funding during the next General Assembly Session to fully implement Same Day Access Services within all 40 Community Services Boards across the state.

I-3. DD Urgent Waiver Waiting Lists

Issue: The Virginia Developmental Services Urgent Waiver Waiting List has over 11,000 individuals.

Background: Annually, the General Assembly considers the number of community and facility Medicaid Waiver Slots to allocate to individuals with developmental disabilities. Since the inception of Medicaid Waiver funding in the Commonwealth, there has been an insufficient number of waiver slots provided to meet the increasing demand for services. H-NNCSB was awarded 15 slots on July 1, 2017. H-NNCSB currently has 453 individuals waiting for a waiver slot assignment.

PROGRAM HIGHLIGHTS

ADDICTION AND RECOVERY TREATMENT SERVICES (ARTS)

Anthony Crisp, Director

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

Newport News Drug Court

ACCESS provided HIV/STD education and testing. The liaison for the Department of Aging and Rehabilitative Services met with program participants to assess needs and meet individual barriers for education and employment.

Hampton Veterans Track

The Veterans Advisory Committee met. Discussion continued to focus on expanding the program and increasing the census.

Hampton Drug Treatment Court

ACCESS provided HIV/STD education and testing. The Advisory Committee met and agreed to increase the fee new clients beginning in Phase 2. The fee will be \$10.00 per week.

Partners in Recovery (PIR)

Intensive Outpatient Program (IOP) received a provisional license on 7/19/17 and started providing services. Our OBOTs (Office-based Opioid Treatment Services) also started providing services in July.

South-Eastern Family Project (SEFP)

Sherri Wiggins, SEFP's Peer Recovery Specialist, is participating in this year's Recovery Celebration Planning Team. Sherri is spearheading the events that will include clients at SEFP. The events will include a Self Help group Sponsor Dinner, A recovery outing at the Spirit Works Recovery Center in Williamsburg, and REVIVE training for friends and family of the clients enrolled in the SEFP program. Ms. Wiggins will also accompany the clients to several events that are planned on campus.

Substance Abuse Case Management (SACM)

In an effort to build effective working relationships, case management staff met with representatives from the Farley Center. The meeting was provided to increase communication, review requirements and streamline the referral and discharge process.

The Case management supervisor attended the quarterly Re-entry Meeting to foster a continued working relationship with the Department of Probation and Parole.

Hampton Roads Clinic (HRC)

HRC was able to screen and provide a consumer referred by the hospital within a 24 hour period. HRC staff along with the agency's communication director plan to provide an in-service to area hospitals; especially emergency room staff, to educate them on the services for those who have been treated in the ER for heroin overdose.

HRC staff and consumer, in coordination with the agency's communications director; completed interviews with Channel 13 investigative reporter Janet Roach. The story is scheduled to air the end of September. This will aid in making the community aware of the services and how to access services to combat the opioid epidemic.

HRC Program Manager conducted Forum Groups with consumers to educate them on upcoming program changes; such as the Phase System. The Phase system allows more consumer input as well as allow consumers to perceive their progress in treatment by completing the phases. The group also served to educate consumers about person centered treatment and the importance of their input to provide the services each consumer feels they need to be successful in Recovery. Program Manager solicited suggestions for programing and listened to concerns and possible treatment changes.

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

The **ARTS Division** is examining workflow, infrastructure and staffing to assure rapid access to treatment and services. We are happy to report that we do not have any program/service with a waiting list.

Substance Abuse Residential Purchase of Services (SARPOS)

There was a significant increase in the number of inquiries and/or referrals for medical monitored withdrawal (detoxification) and clinically managed residential treatment services made directly to the program from 4 in July to 20 in August.

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

Hampton Roads Clinic (HRC)

HRC received a referral from one of the local hospitals concerning a consumer who had overdosed twice in one week. HRC was able to screen and provide intake date within a 24 hour period.

Newport News Drug Court

During the month of July and August, the program served 27 participants, with the admission of five (5) new participants. There were six (6) referrals. Eleven assessments were completed. A total of 567 drug and alcohol tests were performed with three (3) positive tests.

Hampton Drug Treatment Court

During the month of July and August, the program served 25 participants. There were three (3) referrals. Three (3) assessments were completed. At this time none of the referred individuals have entered the program. A total of 546 drug and alcohol tests were performed with one positive.

Hampton Veterans Track

During the month of July through August, the program served 3 participants and received no referrals. A total of 55 drug and alcohol tests were performed with one positive.

Partners in Recovery (PIR)

Therapist schedules revised to increase accessibility for individuals seeking services at PIR. PIR Manager participated in meetings with several of the MCO's surrounding CCC+ rollout.

South-Eastern Family Project (SEFP)

To date the South-Eastern Family Project has received 8 referrals, from a combination of referral sources to include: The Hampton Roads Regional Jail, Virginia Peninsula Regional Jail, Henrico East County Jail, State Adult Probation and Parole Officers, Menchville House and self-referrals. There were 8 requests for residential treatment, 2 for opioid detox and none for other detox treatment services.

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

Drug Treatment Courts

Supreme Court funding and local funding remained at the same funding level for both drug courts. The City of Hampton provided \$34,000 to assist with the salary of the Veterans Coordinator.

Sherry Glasgow, Program Administrator, participated in a conference call with the Virginia Drug Court Association (VDCA). VDCA is working on rebranding itself to follow NADCP (National Association of Drug Court Professionals). The new organization will be Virginia Association of Drug Court Professionals.

Tashima Harris, Clinical Supervisor, attended the Hampton Newport News Criminal Justice Board Meeting.

Sherry Glasgow Program Administrator, Tashima Harris Clinical Supervisor, Felita Steverson Therapist, and Vera Daniel Veterans Coordinator attended the Virginia Summer Institute for Addiction Studies training. Several staff also attended the annual State DUI/Drug Court Conference in Roanoke, VA.

Partners in Recovery (PIR)

All PIR staff have completed the REVIVE training. PIR Manager attended the monthly Housing Sub-committee Meeting.

Hampton Roads Clinic (HRC)

Six HRC staff members completed REVIVE training to include two members completing train the trainer. All trained staff with the exception of one and have received Naloxone to treat consumers who overdose. This will help ensure adequate response from staff in the case of over dose at the clinic. HRC staff will provide REVIVE training to consumers at least bimonthly.

Substance Abuse Case Management (SACM)

Several Case Management staff attended the Virginia Summer Institute for Addiction Studies

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

The ARTS Director participated in the Virginia Drug Courts Planning and Development Committee Meeting in Richmond in August. The ARTS Director gave an overview of Addiction and Recovery Treatment Services to the Hampton-Newport News Community Criminal Justice Board (CCJB) on August 17th.

ADULT CLINICAL SERVICES

Robert Deisch, Director

1. Activities accomplished in the given month that is linked the strategic plan, division goals and objectives

***Initiative:** Develop a plan and process for the implementation of behavioral health and primary healthcare.*

Regional Supervised Housing / Transcend Place

MHRSH Program Nurse, Nursing Supervisor and Program Manager continue to coordinate to ensure that all clients' medical and psychiatric appointments were scheduled accordingly. Clients are accompanied to their appointments.

PATH/Newport News Outreach/Safe Harbors/Project Onward

PATH and NN Outreach are having client's enroll in Health Care for the Homeless and utilizing SEVHS clinic on HNNCSB Campus. Utilizing clients with GAP insurance to seek and maintain primary health care appointments and treatment. Continue to use MCV for specialty services for the uninsured and those covered by GAP.

Initiative: (1) Reduce billing errors and meet monthly revenue targets. (2) Consistently meet the CCS3 requirements each month.

Regional Supervised Housing / Transcend Place

During the summer months the program met the monthly revenue target with minimal billing errors.

PATH/Newport News Outreach/Safe Harbors/Project Onward

CCS3 numbers are on track for the months of July and August.

Enhanced Care Coordination Case Management

The program has two vacant positions that will not be filled due to the implementation of CCC+ and the ECC program will not continue effective December 31, 2017.

Adult Mental Health Case Management

Billing errors have been reduced by around 75%. CCS3 requirements were met for all summer months. Revenue targets were met for Fiscal year.

Road 2 Home

Program has met the data reporting, CCS3 requirements.

Reinvestment Case Management, Consumer Monitoring and Mobile Crisis Response Team

Data reporting requirements, CCS3 were met in July and August.

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

Regional Supervised Housing / Transcend Place

One (1) part time staff accepted a full time position as Discharge Planner in July 2017.

One (1) part time staff accepted a full time position in an IDD residential facility in June 2017.

Adult Mental Health Case Management

Members of CM met with all MCOs that are participating in the CCC plus program.

Road 2 Home

During the month of June, Regina Hutcherson, Centierra Boyd, Shannon Denny and Jasmine McClain attended the Social Determinant of Health Solutions for Virginia's vulnerable citizens in Norfolk. Centierra Boyd our Housing Stabilization specialist attended the Housing Quality Standards two day training and is now HQS certified. Regina Hutcherson and Centierra Boyd attended the Permanent Supported Housing training in Richmond. Jasmine McClain, Shannon Denny and Tierra Harrington attended

the Healthcare for the Homeless conference in Washington D.C. During the month of July Regina Hutcherson, Janice Wilks and Malia Anae-Lifiti attended the End Homelessness Conference in Washington D.C.

***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.

PATH/Newport News Outreach/Safe Harbors/Project Onward

NN Outreach and PATH staff remain busy with outreach to area shelters. 19 new clients in PATH for July and 24 for August. 16 new clients for NN Outreach in July and 25 for August. Presenting and accepting referrals from the Service Coordination and Assessment Network committee for referral to all housing programs.

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

Adult Mental Health Case Management

During the Summer 13 Medicaid clients and 3 GAP client were opened. During the summer referrals (35 Medicaid and 10 GAP) were assigned and CM's are continuing to open these referrals.

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

Adult Mental Health Case Management

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

***Initiative:** Adult Mental Health Case Management will work to improve the care coordination and linkage to Behavioral Health and Primary Care.*

Adult Mental Health Case Management

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.

Reinvestment Case Management, Consumer Monitoring and Mobile Crisis Response Team

The discharge planning teams continue to provide linkages to primary care providers. The staff have utilized the Sentara Grant at Southeastern Virginia Health Systems to gain access to medical care for indigent individuals.

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

Regional Supervised Housing / Transcend Place

One (1) client admitted to Riverside Behavioral Health Center on 8/16/17, and discharged from Transcend Place due to ongoing assaultive behavior. Working closely with Eastern Hospital discharge planners to fill this vacancy.

Enhanced Care Coordination Case Management

Currently 35 enrolled and due to the program ending December 31, 2017 no new referrals will be accepted.

Road 2 Home

During the month of July Road 2 Home outreached a total of 33 individuals and pre-enrolled 6 and we housed 2. During the month of August we outreached a total of 30 and pre-enrolled 6 and we housed 2.

Adult Mental Health Case Management

For August, there were a total of 472 clients enrolled in AMHCM, 354 of those are Medicaid 30 are GAP. 5 more Medicaid clients are pending and we should be able to enter their authorizations next month. We are down 2 CMs at this time. We usually assign referrals every 2 weeks.

Waiting Lists

Medicaid- 20, GAP- 29, Geriatric- 10

PATH/Newport News Outreach/Safe Harbors/Project Onward

Onward Permanent Supportive Housing Program has 15 clients with one female vacancy.

Safe Harbor Permanent Supportive Housing Program is full at 24 clients. Emergency Housing/Shelter full almost the entire month of August (capacity is 8).

Safe Harbor and Onward were audited by Department Housing Community Development (DHCD) / Housing Urban Development (HUD) on July 13 and 14. Fiscal, property management and residential areas were all covered by the audit. Safe Harbor and Onward were audited by DHCD/HUD on July 13 and 14. Fiscal, property management and residential areas were all covered by the audit. Exit/audit interview for audit on Safe Harbor and Onward was held on August 10th 2017. No corrective action was found. No recommendations were made. Next audit will be three years (2010).

Both Permanent Supported Housing programs, Onward and Safe Harbor, are on tier one for renewal projects with the HUD application for funding through the Greater Virginia Peninsula Homeless Consortium. Funding will be secured for an additional two years.

Reinvestment Case Management, Consumer Monitoring and Mobile Crisis Response Team

Reinvestment Case Management

In the month of July, there were 23 acute care admissions, and 22 discharges. In the month of August, there were 12 acute care admissions, and 13 discharges.

Consumer Monitoring - In the month of July, there were 90 consumers served. Staff monitor civil and Not Guilty by Reason of Insanity (NGRI) forensic cases. In the month of July, there were 21 discharges from Eastern State Hospital, which included 4 consumers who were on the Extraordinary Barriers List (EBL). In the month of July, there were 56 NGRI consumers served; 32 were in State Hospitals (Eastern and Central State), 23 were on conditional release in the community, and one was in temporary custody. There were 3 NGRI discharges this month.

In the month of August, there were 92 consumers served. Staff continue to monitor civil and Not Guilty by Reason of Insanity (NGRI) forensic cases. In the month of August, there were 18 discharges from Eastern State Hospital, which included 4 consumers on the Extraordinary Barriers List (EBL). In the month of August, there were 55 NGRI consumers served; 32 were in State Hospitals (Eastern and Central State) and 23 were on conditional release in the community. There were no NGRI discharges this month.

Mobile Crisis Response Team - In the month of July, there were 36 consumers served. Staff completed 8 short GAP assessments in this month.

In the month of August, there were 37 consumers served. Staff completed 9 short GAP assessments in this month.

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

PATH/Newport News Outreach/Safe Harbors/Project Onward

Increasing number of call for housing services for families with children continue this month. Always more in need of shelter than available shelter beds. Winter shelters are due to open in October/November. They will be a welcome site! Discussed introduction of PATH staff to Hampton Shelter volunteers with HELP Inc. PATH staff will attend volunteer training in September to have volunteers understand PATH's role in the winter shelters.

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

PATH/Newport News Outreach/Safe Harbors/Project Onward

Tracey Benefield PATH Outreach Assistant completed Peer Recovery Specialist training with the H-NNCSB.

Road 2 Home

Janice Wilks graduated with her Master's Degree in Social Work

Adult Mental Health Case Management

Met our revenue targets for the year. Met CCS3 targets for the year. Internal audit conducted by Quality Management showed only 93% of the charts reviewed had no systemic issues.

Reinvestment Case Management, Consumer Monitoring and Mobile Crisis Response Team

Chymaine Brown, NGRI Coordinator/Supervisor, continues to be an active member on the Forensic Review Panel, representing the H-NNCSB well.

MEDICAL SERVICES

Baltej S. Gill, M.D., D.F.A.P.A., Senior Medical Director
Anne Whitaker, RNC, BS, Director of Nursing and Adult Outpatient Services

1. Division Goals

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

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.

Psychosocial Rehabilitation Program (Bright Beginnings) continues to offer a daily walking group for physical fitness. Their Health Incentives Program has been helpful in motivating Individuals to exercise 3 -5 days a week, lose weight and make healthy choices. An Individual was awarded in the month of June and July with most weight lost and gift card to grocery store given as an incentive.

PSR staff have continued monthly gender groups with an interpreter, so deaf and hearing members can participate in group together.

SEVHS and Genoa Pharmacy Services show continued growth on campus. Genoa celebrated their one year anniversary in June. They served 74 new Individuals in July with a total of 701 Individuals served.

SEVHS is seeing an improved show rate and saw 85 Individuals the month of July and 76 the month of August.

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

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

ACOS remains down a therapist, ACOS Therapy Services has been able to schedule Individuals and has no current wait list. We continue to interview and are actively recruiting for a LCSW. ACOS continues to complete applications for Individuals applying for GAP.

PACT is not currently enrolling new Individuals. 4 Individuals are on wait list.

PSR has 53 members enrolled with a wait list of 20. We welcomed two Peer Support Specialists in August and look forward to enrolling new Individuals.

Stay Abreast and Meet the Constant Changing Demands of Managed Care Organizations, CCC PLUS, DMAS, Medicare, GAP and licensing entities.

PSR Driver routinely transports 4 GAP individuals to program every day due to GAP not covering transportation services. 1 DAP individual is transported as well. In the event of lapse in Medicaid benefits occurs or individual is struggling with maintaining attendance the program assists in transporting the individual to program.

All programs and Individuals served are adjusting to the August 1 start- up of CCC Plus and its effect on provision of services.

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

Forensic PACT was able to exceed monthly revenue targets in June and July. PACT exceeded target for June and was just short of missing their target for July due to unplanned staff absences.

PSR exceeded their monthly billing target for June and July.

ACOS Medication Management Services and Therapy Services did not meet their monthly targets due to being down staff 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.

PSR has an “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 works closely with local hospitals, jails and primary care providers including SEVHS, Brentwood, EVMS and the Lackey Clinic to ensure effective communication in providing care for the individuals we serve.

Anne Whitaker continues to participate actively in the Peninsula CARE Coalition for Chronic Condition Awareness, Resources and Education every month. We are encouraging Individuals with Chronic Medical problems to attend a free work shop to learn to better Self –Manage illness such as Heart Disease, Hypertension, Arthritis, Asthma, or Diabetes.

Anne Whitaker attended the stakeholder meeting for the Peninsula Elder Abuse Forensic Center in July.

2. Professional Development

Natalie Harris, Lead Therapist has been appointed to the Virginia Board of Counseling and attended orientation training August 17th and 18th. Also, Mastering Sixteen Key Habits of Emotional Resilient People and Anxiety, Worry and Panic: Effective Strategies to calm the Anxious Mind workshops in July. Nerine Pete, LPC attended Change your Language Change their Lives Workshop in July. Cheryl Johnson and Connie Landry attended the two day Peer Recovery Supervision training in June.

YOUTH AND FAMILY CLINICAL SERVICES

Lisa Hogge, Director

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

Youth and Family Services Division

Lisa Hogge represented the agency at the Family and Community Resource Fair entitled SEEDS, Strengthen Educational Experiences to Create Dynamic Students, on August 12, 2017. The event was planned by the Hampton Public Schools and there were over 100 families in attendance. Lisa offered a presentation about Youth and Family Services at the H-NNCSB.

Freddie Simmons, Prevention Services Director represented the agency at the 2017 SAND Together for Youth, Youth Development Resource Fair and Back to School Celebration on August 19, 2017. The event took place at Todd Field in Newport News and was coordinated by Newport News Public Schools. Freddie shared information about H-NNCSB services with numerous families and community partners.

Children's Behavioral Health Urgent Care

The H-NNCSB hosted a training for Region V Crisis Intervention Staff on July 14th 2017 entitled "Change Your Language, Change Their Lives: What You Can Say Differently Today to Transform the Tomorrow of our Youth". Shuana King, Ed.S, of the Upside Down Organization conducted this workshop.

Julia Canestrari, LCSW completed an Intensive two day workshop on: Treating Anxiety Disorders in Children and Adolescents presented by Stephanie Sarkis, PHD, NCC, LMHC. Dr. Ramiz Audi, Medical Director of Urgent Care, Julia Canestrari and Richard Wilson have developed a training on Treating Anxiety Disorders in Children and Adolescents which will be presented to Region V Crisis Intervention Staff on September 22, 2017.

Child and Adolescent Mental Health Case Management

The Newport News Children's Services Act office held meetings June 21, 2017 and August 3, 2017, to review and develop outcome measures for children served by the NN CSA. HNNCSB representatives in attendance were Norita Ferrson-Powell, ICC Supervisor, and

Beverly Smith, Program Manager. Once measures are finalized, recommendations will be considered for approval by the Newport News Community Policy and Management team.

Hampton Balance Approach to Success and Empowerment (BASE) meetings were held on July 6, 2017 and August 22, 2017, whereas the work of the 2016-2017 school year were summarized and planning occurred for the 2017-2018 school year. BASE programs are located in six Hampton City Schools, targeting elementary school students, focusing on addressing the underlying needs that impact a child's success and attendance in school.

Program trainings occurred throughout the summer months for Case Managers, which included the topic areas of Individual Service Plan development, Progress Notes, Progress Review Summaries, and Trauma Informed Care.

Intensive Care Coordination

A High Fidelity Wraparound Skill Building and Follow-Up training was held for Intensive Care Coordinators on July 26, 2017 at the HNNCSB. This annual refresher training emphasized assessment, crisis planning, and use of peer support for parents.

Newport News Healthy Families Case Management

A Moving On ceremony was held on August 11, 2017. Families that completed the Healthy Families America curriculum were recognized at this event. The HNNCSB Newport News Healthy Families Case Management team attended this event and celebrated with families.

Independent Assessment, Certification, and Coordination Team (IACCT)

The IACCT program commenced on July 1, 2017, offering assessment for youth and families who are seeking residential treatment services through Magellan of Virginia. Since beginning this program, the HNNCSB has assessed 9 youth for residential treatment. Of those 9, 5 have been recommended for community based services, 3 for residential treatment, and 1 is pending recommendation. The IACCT program collaborates with the youth, family, physician, CSA offices, Magellan, and involved partners.

Newport News & Hampton Court Services Unit

Dr. Boyd met with Ernest Madison, Regional Coordinator with AMikids to discuss the HNNCSB participation as a direct provider for youth involved in the Virginia Juvenile Justice system. The RFQ has been submitted and the Y&F Services Division has been approved to provide an array of mental health and substance abuse services.

Tamara Dozier has been selected as the Clinical Coordinator II for Hampton Court Services unit beginning on September 5, 2017.

Juvenile Detention Services

Crises counselors facilitated psycho-educational substance use groups throughout the summer to all juveniles remanded to Newport News Secure Detention. Groups were conducted weekly and certificates were given to residents who completed the curriculum.

Newport News Juvenile Drug Treatment Court (NNJDTC)

Dr. Boyd and the Assistant Commonwealth Attorney have worked collectively on revising the participants' manual and policies for the implementation of a shorter track for NNJDTC. Juvenile Drug Court staff attended the National and State Drug Court conferences in Maryland and Roanoke where the new Juvenile Drug Court standards were reviewed and highlighted.

Comprehensive Outpatient Services (COS): Outpatient Therapy

The COS program offers expedited access to individuals who are referred from the Children's Behavioral Health Urgent Care Center. Individuals who complete services at the Urgent Care Center that are in need of ongoing outpatient therapy are granted immediate access to services. Dr. Audi, Urgent Care psychiatrist, is able to provide ongoing psychiatry to individuals who require that level of care. The co-location of COS and Urgent Care offers a seamless transition for individuals from crisis intervention to traditional outpatient services.

Psychiatry and Tele-psychiatry Services

Tele-psychiatry services continue to be provided to Western Tidewater and Middle Peninsula Community Services Boards. The HNNCSB continues to explore options to expand this service to other CSBs within the region and to Newport News Secure Detention.

Psychological Services and Forensic Services

The HNNCSB continues to serve as a lead provider of Psychological and Parental Capacity Evaluations for the Hampton Juvenile and Domestic Relations Court and for the Hampton and Newport News Family Assessment and Planning Teams. Referral demand exceeds program capacity and referrals are prioritized based on urgency.

Hampton & Newport News Therapeutic Day Treatment (TDT) Services

This year marked the program's ninth year of providing Summer Enrichment Programming (SEP) to active TDT students of the Hampton and Newport News Public School Systems. The SEP began on June 26, 2017 and concluded on August 8, 2017. Jones Magnet Middle School in Hampton along with Watkins Early Childhood Center and Mary Passage Middle School in Newport News served as program sites. Additionally, TDT maintained its summer partnership with Newport Academy and the Summer Program for Arts, Recreation and Knowledge (SPARK) with Newport News Public School System.

TDT welcomed back its Behavioral Counselors from a two-week program break to a full day of "Back to School" training on August 28, 2017 at Sandy Bottom Nature Park. This school year's theme is *"Building a brighter future for the employees, students, families, schools and communities we serve. Gather your tool box of interventions, safety goggles to see and execute the plan, hazard vest to show yourself willing and ready to assist, deflectors to bounce back any road blocks, cones to direct the path and most importantly, your gloves and hard hat to protect yourself."* The program received a wealth of knowledge from a list of phenomenal trainers to include our very own Medical Director of Children's Behavioral Health Urgent Care Center, Dr. Ramiz Audi, MD.

On August 29, 2017, Dr. Nadia Boyd, Juvenile Forensic Administrator, and Nicole Jackson, TDT Administrator, participated in a training of 125 Newport News Public School System personnel consisting of Professional Counselors, Student Support Specialists and Truancy Officers. Dr. Boyd and Mrs. Jackson co-facilitated five sessions on *Suicide Prevention: Responding to Crisis and Critical Incidents affecting Youth and Adolescents in the Schools*.

In an effort to speak the “same language” to our TDT students, Dr. Cynthia Cooper, Executive Director of Research, Planning and Evaluation of Hampton Public Schools, trained all Hampton TDT staff on August 30, 2017 on the schools newly implemented school wide classroom management system.

Therapeutic Mentor Services

The program, along with the support of the Children’s Sunshine Program sponsored by the Portsmouth Angler’s, has allowed for approximately 100 youth in the program to engage in numerous fishing activities on the Sally T. Head Boat and at the Oceanview Fishing Pier throughout the months of July and August.

During the summer months, the program continued to sponsor weekly Three on Three Basketball Tournaments for all youth in the program. The focus of the tournament is on the importance of teamwork, positive sportsmanship, and the importance of being physically active.

During the month of July, a program wide summer carnival was organized and the majority of youth enrolled in the program attended. Youth engaged in numerous therapeutic, recreational activities to promote effective socialization skills and exposure to appropriate leisure activities.

Our annual honor roll lunch was held in August and 15 youths were recognized for maintaining a 3.00 grade point average for at least two semesters during the 2016-2017 academic year.

Peer groups during the summer months focused on bullying and how to respond, hygiene, the development of coping and anger management skills, puberty, and mock shopping trips and job interviews for the older youth in the program.

Both Clinical Services Supervisors continue to serve on the planning committee for the Mayor’s Initiative to End Bullying in the City of Newport News to include a Pre-Event Activity in which numerous youth in program participated in the art contest.

Prevention Services

Prevention Services has completed the Logic Model Phase of the Department of Behavioral Health and Developmental Services, DBHDS, Opiate Prevention funding from the Substance Abuse Mental Health Services Administration (SAMSA). Prevention Services was awarded a \$60,000 Opiate Prevention grant by the DBHDS. These grant funds will require a detailed service delivery strategy with definable outcomes to decrease the prevalence of opiate use in our communities.

Tobacco prevention efforts are continuing. Staff and AmeriCorps volunteers have initiated the assessment and merchant education process in Hampton and Newport News. They have covered 90 vendors of tobacco products to date. The process includes visits to each retail distributor to implement the data collection process on tobacco advertising and promotion in over 200 tobacco retail stores in the area of Hampton and Newport News. Priority retail stores include those near youth servicing centers and retailers with previous tobacco retail violations.

HNNCSB Prevention Services is a member of the Region V Suicide Prevention Task Force. The DBHDS awarded a grant of \$125,000 to each of the five CSB regions in Virginia to implement training and related suicide prevention activities. We are at the early stages of FY 2017-18 implementation and will be supporting the “Morning of Hope” and “Out of Darkness” Suicide Prevention events in both Virginia Beach and locally. The HNNCSB has a large team participating in the “Morning of Hope” event on September 9th at Mount Trashmore in Virginia Beach.

The HNNCSB organized the Community Builders Network’s Annual Educational Prevention Conference, with 110 attendees. The guest speaker for the morning session was Hampton’s Common Wealth Attorney, Mr. Anton Bell and the lunch speaker was Delegate Jeion Ward.

The 2017 Summer Leadership Institute for Youth was a huge success again this year. Program participants received stipends of up to \$400 each. Twenty-five community partner organizations hosted 70 youth intern participants, over the five week period. Conference training session topics included the following: College Preparation, Character Building, Suicide Awareness and Presentations by Hampton’s 4H Program. The Conference ended with an Outstanding Bucks Auction.

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

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

During the month of August, Ms. Keisha Carroll began serving as the new Program Manager for the Child and Adolescent IDD Case Management. Keisha is in the process of rebuilding the IDD Case Management Team following numerous staff departures to Managed Care Organizations within the commonwealth.

Hampton Healthy Families Case Management

Kellye Spruell accepted the Supervisor position for the Hampton Healthy Families program, beginning in her position on August 21, 2017. Kellye has worked in the Hampton Healthy Families program since it started in 2015, showing exceptional leadership.

Child and Adolescent Mental Health Case Management

Nicole Crump accepted a Supervisor position for the Child and Adolescent Mental Health Case Management program, beginning in her position on August 21, 2017. Nicole, a HNNCSB employee since 1997, has played a vital role in the Intensive Care Coordination program and in the Youth and Family Services division.

Hampton & Newport News Therapeutic Day Treatment (TDT) Services

With the advancement of Ryan Dudley to the Director of Crisis Services in July, Nicole Jackson has been promoted to serve as the Administrator of Therapeutic Day Treatment Services. Mrs. Jackson's management team includes program managers Cassandra Vetter and Dr. Debbie Hood, who joined the team in August. Dr. Hood previously held the position of Clinical Coordinator with our agency's Juvenile Justice Services with the Hampton Court Services Unit.

The TDT leadership team is actively planning to mitigate the impact of TDT regulation changes with regard to clinical re-assessment and the requirement that there be no more than a 31 day gap in service. To date, there are a total of 300 students between the two school systems in need of a re-assessment. Additional agency supports have been put in place to ensure the continuation of critical TDT services for these vulnerable students as they begin the new school year. The completion of these re-assessments and the approval of their service authorizations are critical to the agency budget. Nicole Jackson maintains her role as the Chair of the TDT Coalition. The next meeting is scheduled for September 15, 2017 at the Blue Ridge Community Service Board. The coalition will continue to focus on the challenges related to the plan for a statewide changes to TDT services.

Juvenile Justice Services and Hampton and Newport News Therapeutic Day Treatment (TDT) Services

Dr. Boyd participated in a roundtable discussion on August 6, 2017 regarding the School-to-Prison Pipeline with Delegate Mike Mullin, NN Superintendent, and other local officials.

Suicide Prevention training was facilitated by Nicole Jackson and Dr. Boyd for approximately 125 staff with Newport News Public Schools on August 29, 2017.

CRISIS SERVICES

Ryan R. Dudley, Director

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

Crisis Services Division

Collectively evaluating our ability to further integrate and align efforts within the Division, other HNNCSB agency clinical services, HPR-V partners, our local law enforcement and correctional facilities, both local and regional.

The Division's Management Team is collaborating on revised service descriptions, FAQ Sheets and Presentation materials that will enable us to enhance the understanding of individuals in diverse roles internal and external to the CSB, mandates and the role which HNNCSB plays in addressing emergency psychiatric crises.

Crisis Services Director had an opportunity to tour Norfolk CSB's Crisis Continuum on August 31st and collaborate with their Crisis Services Director, Psychiatrist, CSU Supervisor, and CIT Coordinator as we evaluate our own Crisis Continuum. We are

considering other models and potential visits to include another of the 14 Crisis Stabilization Unit (CSU) Programs in Virginia.

Emergency Services (ES)

ES Counselors continue to respond to psychiatric crises providing Crisis Assessment and Prescreens for individuals who have presented to local hospital Emergency Rooms (ER) and those under Emergency Custody Orders (ECO). Local ERs include: Riverside Regional Medical Center (RRMC), Sentara CarePlex Hospital (SCPH), Sentara Port Warrick Emergency Room (SPWER), Mary Immaculate Hospital (MIH), and the Veteran's Administration Medical Center (VAMC).

In addition to assessing the needs for hospitalization, ES screens individuals for clinical appropriateness for the 3 Crisis Stabilization Programs in our Region, including HNNCSB's Regional Crisis Stabilization Center (RCSC). Currently, this includes screens for *step-down* stabilization services to RCSC for individuals being discharged from acute psychiatric unit at RBHC.

Regional Crisis Stabilization Center (RCSC)

The RCSC staff, including Allyson Pigford, Nurse Manager; Derald Person, Clinical Services Supervisor; Dana Creech, Office Associate; Dr. Posadas, Crisis Continuum Medical Director; and Monique Jones, Therapist are collectively working with Director to enhance offered clinical services, including the addition of a Peer Specialist II, which interviews are scheduled for on September 8th. Currently, RCSC is recruiting for a Licensed Therapist to support the clinical care at RCSC.

Our new therapist, Monique Jones began employment with the agency on August 21st and has quickly acclimated herself to RCSC, including delivery of psychoeducational and group therapy. Services. Ms. Jones will also receive a full orientation to other Crisis Services and all Clinical Divisions in the agency to prepare her in her role.

Dr. Posadas, Medical Director for Crisis Services is assisting with identifying and implementing clinical enhancements which will include training and consultation for Crisis and Adult Forensic Services and individualized clinical support for RCSC Therapist(s).

RCSC has benefited greatly from cross-divisional support of Meredith McLane, Manager of Reinvestment Services and Ernie Jones, Peer Specialist, Mobile Crisis Services who have continued to support our efforts. Mr. Jones has provided weekly groups for individuals at RCSC benefitting those in the program. In addition, Mr. Jones and Alethea Lambert, Peer Services Coordinator have assisted with consultation regarding utilization of a Peer Specialist that will soon be added.

Adult Forensic Services

Adult Forensic Manager, Dean Barker, has been working with partners at the Hampton Roads Regional Jail (HRRJ) in Portsmouth with the *C.O.R.E.* Program, a Department of Criminal Justice Services (DCJS) Grant focused on strengthening their Forensic Services. Three other HPR-5 CSBs are participating and include: Portsmouth, Norfolk, & Chesapeake.

H-NNCSB's C.O.R.E. Case Manager, fully funded by the HRRJ Grant, began employment on September 5th and will support current Jail Diversion Services. The addition of Case Managers with participating CSB's will provide greater and timelier access to community based behavioral health services for individuals identified as seriously mentally ill.

Mr. Barker, with assistance has been reviewing criminal and treatment histories of individuals for our locale who are currently placed HRRJ to assist with determining eligibility in collaboration with C.O.R.E program staff and to ensure that post-release planning for psychiatric and community supports are identified, appropriate linkage provided, and to assist the agency in determining potential capacity and service needs as a result of the C.O.R.E. partnership.

Effective July 1st, Adult Jail Based Substance Use Disorder (SUD) Services, known as *Inner Reflections* transitioned to the Crisis Services Division. Currently, HNNCSB provides a clinician at the Hampton City Jail (HCJ) Annex, delivering intensive group counseling. On August 28th, 5 individuals graduated from the program. In coordination with HCJ's Programs Administrator and aligned with the Strategic goals of the ARTS Division, we are evaluating our current delivery model for SUD Services in HCJ and the Annex in an effort to diversify services, increasing the number of individuals served, and addressing the changing needs of individuals during differing lengths of incarceration with a focus on psychoeducation, linkage and engagement in community based services, post release.

H-NNCSB has informed the Department of Behavioral Health and Developmental Services (DBHDS) and Newport News Sherriff's Office (NNSO) of our plans to submit a proposal to develop and implement a comprehensive approach for a "*Best Practice CITAC Model*". At the request of DBHDS, the HNNCSB, has been evaluating the low utilization. Over time, there has been increasing pressure of private and public psychiatric hospitals to have all individuals "*medically cleared*" prior to consideration for psychiatric admission. This has resulted in a significant decrease in utilization of CITAC by law enforcement, who are able to address these needs more expeditiously by transporting individuals under Emergency Custody Order (ECO) directly to the Emergency Rooms for medical clearance.

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

Emergency Services

During FY2017, ES conducted 3,785 crisis assessments which resulted in 1,305 (34.5%) TDOs for psychiatric hospitalization, although the assessments also led to a high volume of voluntary admissions; 823 (21.7%) during an ECO. In addition, 303 (8%) led to a direct admission to one of the 3 crisis stabilization programs in the Region.

In the first 2 months of FY2018, our ES Clinicians have conducted 540 assessments, 264 in July and 276 in August respectively. During August, 71.4% of the assessments resulted in psychiatric hospitalization (18.1% Voluntary & 56.3% Involuntary) with an additional 6.3% leading to a direct admission to a crisis stabilization program in the Region, including HNNCSB's RCSC.

ES crisis assessments were primarily requested by one of the five emergency rooms (61.4%) in our locale, by police (12.1%), and RBHC (9.9%). The remainder (16.6%) include: *Self, Family, Jail, internal CSB programs*, or categorized as “*Other*”.

While crisis assessments were primarily conducted for adults, 20 (7.2%) in August were with children and adolescents who were seen at the request of emergency rooms or police. Twelve (12) of these assessments led to psychiatric hospitalization (4 Voluntary, 8 Involuntary), two (2) of which required placement at the Commonwealth Center for Children and Adolescents (CCCA).

In addition to the aforementioned crisis assessments, ES conducted 77 assessments at Commitment Hearing in August.

Regional Crisis Stabilization Center

During the month of August, RCSC maintained 94.5% utilization of their 11-bed capacity with 54 individuals being served, and 49 new admissions. While the length of admission was variable between 3 to 10 days, the average for was 6.48 Days (including the 5 individuals admitted at the end of July). It is anticipated that with clinical enhancements, that our utilization will remain high, near capacity, but may offer a longer average length of stay based on *Recovery-Oriented* services offering additional benefit.

Individuals served at RCSC during August (54) were from the following HPR-V CSBs:

- Hpt-NN – 20
- Norfolk- 7
- Chesapeake – 7
- Portsmouth – 6
- Western Tidewater – 4
- Eastern Shore – 5
- Va. Beach – 3
- Colonial – 1
- MPNN - 1

Adapting our model is expected to also create efficiencies at RCSC and resulting referrals to our own psychiatric clinics due to an increase in direct service and preparation of follow-up care, currently impacted by the rapid pace of admissions and discharges, which also requires a higher volume of Nursing Assessments and complete Psychiatric and Medical Evaluations for each individual within 24 hrs. of admission to RCSC.

Adult Forensic Services

During August, HNNCSB facilitated 4 Forensic Admissions (TDOs) to ESH from correctional care. Additional individuals from our catchment held at HRRJ were also TDO'd, however we are currently trying to identify the accurate numbers and coordinate over future notification.

Jail Diversion Re-entry is currently serving 49 individuals to assist with preparation of their community care needs for post jail release and 23 individuals currently in correctional custody that are being served by CSB psychiatry. From June thru August,

Jail Diversion staff diverted 10 individuals from correctional custody to more appropriate community based treatment.

Restoration Services presently serves ten (10) active cases, which includes four (4) new Court Orders in August.

3. Updates/Trends (local, state, federal)

Crisis Division

Crisis Director, new to the Division, has had an opportunity to coordinate with Managers to become better oriented to the role of our partners participating in scheduled meetings with the Newport News Sherriff's Office, Magistrate's Office, Hampton Roads Regional Jail (HRRJ), HPR-V Emergency Services Council, Eastern State Hospital's (ESH) Admission's, Social Work, and Administrator, DBHDS Deputy Commissioner and Crisis Coordinators, and local HPR-V Forensic Coordinators from PBH, CIBH, and NCSB.

Emergency Services

At the request of DBHDS, ES began a 6-Week Time Study on August 1st as one of approximately 9 CSBs requested to participate in an effort to further understand challenges of timely access for an assessment with a Certified Prescreener for individuals in psychiatric crisis, once the need has been identified.

Gina O'Halloran, ES Manager and Ryan Dudley, Crisis Services Director attended the Region-V Emergency Services Council, held at Eastern State Hospital (ESH) on August 11th. Other attendees included DBHDS, Assistant Commissioner of Behavioral Health Services, Daniel Herr; ESH Director, Frank Gallagher; ESH Admissions and Social Worker Departments; DBHDS Crisis Coordinator; and other DBHDS representatives openly engaged with the ES Council regarding the utilization of *Safety Net Beds*, barriers accessing private and public psychiatric beds timely and provided an opportunity for the Council's members to present feedback about the challenges with bed searches and working with our private and public partners, including need for continuity with consideration for "*medical clearance*".

Utilization of *Safety Net Beds* (SNB) at State Hospitals continues to be closely monitored by H-NNCSB, DBHDS and the HPR-V Regions while addressing barriers to access of emergency psychiatric beds for individuals with complex needs. During August, HNNCSB facilitated 14 Safety Net Bed Admissions (13 at Eastern State Hospital and 1 at Western State Hospital), which included 5 from August 26th and 27th. A minimum of 16 hospitals were contacted by our staff prior to accessing the SNB.

DEVELOPMENTAL SERVICES

Carol McCarthy, Director

As of July 1, 2017 the IDD Division implemented a name change to Developmental Services to align with the Department of Behavioral Health. A Developmental Services celebration was hosted on August 30th for staff. The presentations included Waiver

Redesign, Strategic Plan, and Marketing & Communication plans for the agency. Staff enjoyed the opportunity to mix & mingle and had fun by taking pictures in the Photo Booth. There were approximately 60 staff that participated in this celebration.

There has been several reasons to celebrate during the past few months. Developmental Services was reviewed by Ms. Gail Schreiner, Licensing Specialist as part of the annual review and there were no citations or recommendations. Ms. Schreiner commended all programs for their excellent services.

The Support Coordination program recognized Ms. Ida Stiff, Supervisor for her 25 years of service as she was presented with a gold watch from the City of Hampton.

1. Maintain financial performance necessary for the continuing provision of quality services

The Creative Options Day Support program current enrollment consist of **118** individuals, during the months of June, July, and August the average daily attendance was **89** individuals.

A total of **624** individuals received support coordination services of which **551** were Waiver recipients. There were **8** discharges during the past few months. The Statewide Waiver Waiting List consists of (**Priority 1-66, Priority 2-248, Priority 3- 139**). There were **2** discharges from support coordination. The supervisors have worked diligently on discharging “self-pay” individuals which is now 25 as compared to 35 in May.

During the months of June, July and August, residential services continued to focus on decreasing the use of overtime. One strategy that was implemented included changing the schedule of employees from 10-hour shifts to 8-hour shifts. The change was due to the need to decrease overtime hours. In addition, a floater position was added to the overnights in order to assist with providing last minute coverage when there are overnight call-outs. These strategies appear to have been effective in reducing the overtime usage. There continue to be some overnight and weekend vacancies, however, these have improved significantly with the hiring of several part-time staff.

In the past quarter, one individual moved from Aberdeen to Terrace Place. Efforts continue to move forward with Aberdeen becoming certified as an ICF; however, the Department of Health has not provided feedback on the policies that were submitted in May. The goal remains to certify the home with the three current residents and to continue to function as a Waiver program until the Department of Health approves the policies for ICF conversion. An individual from Duval moved to Gilbertson Lodge ICF in July due to an increase in his medical needs. As of the end of August, there was one vacancy at Duval and one at Gilbertson Lodge.

Regarding Creative Options, all waiver individuals were billable at the tier rate established by DBHDS and results of the Support Intensity Scale assessment.

Creative Options converted two vacant part-time CSA II positions to one full-time position. In addition, several PT positions are vacant and will not be filled until necessary.

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

Several staff attended the regional Coaches meeting where they engaged in exercises to refresh their coaching skills and use of PCT (*Person Centered Thinking*) tools. In addition, the Program Specialist developed a “*Home and Community Based Services*” training for the Developmental Services division. The purpose of this training is to educate and prepare the staff for statewide changes per the requirement to remain as a provider by March 2020. *Home and Community Based Service (HCBS) Final Rule* is to ensure that individuals receiving long-term services and supports through programs that implement access to housing and employment in the most integrated setting.

Ms. Dohmann, Program Specialist, facilitated a *Focus Group* as part of the HCBS Survey that all providers will have to complete as part of determining their compliance for continuation of services by 2020. The information will be utilized to modify our programs and services over the next five years.

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

Our Choices, an Advocacy group participated in an event, *Day for People with Disabilities*, at the Norfolk Zoo. The advocates enjoyed their opportunity to educate the public about the purpose of their organization. Also, the advocates attended the *Arc Conference* in Richmond.

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

Bob Deisch coordinated meetings with the CCC Plus and the six Managed Care Organizations. There has been some concerns regarding conflicting information as it pertains to transportation and providers being unable to continue services. Waiver providers are being informed by the MCO’s that they have to register in order to provide services. DBHDS is aware of these issues and reports MCO’s may have inadvertently pulled over incorrect codes, indicating that providers are not Medical providers. Providers also experienced a short glitch which involved DMAS terminating individuals Service Authorizations effective 7/31/2017.

INFORMATION TECHNOLOGY AND MEDICAL RECORDS

Charles McGee, Director

1. Medical Records

Program Activities

- Process releases and medical records request.
- Meet with clients for completion of authorizations to disclose (release of information).

- Phone inquiries.
- Scan and validate client medical records into record management software. Clinical program support.
- Process records request for program and agency audits.

Program Services Include:

- Scanning archived medical records for client's that have been re-opened to services.
- Identifying records that are due for destruction.

Personnel

Sharon DeVose, Lead Medical Records Specialist, Mildred Fox, Medical Records Technician, Shirley Pittman, Medical Records Technician, Teresa Jones, Medical Records Technician, Telicia Tisdale, Medical Records Technician, Brittny Moore, Medical Records Technician

Projects

Staff continue to identify and process records for scanning and destruction that are housed within Entrust, the external off-site records storage facility.

2. Network and Computing Support and Services

Program Activities

- Day to day helpdesk support for all agency staff.
- Configuration, distribution and maintenance of all agency IT and Telephony related equipment.
- Daily backups of critical agency data and when necessary associated restoration of data.
- Monitoring and managing all IT and Telephony related infrastructure for all agency locations and employees.
- Planning and implementation of IT and Telephony related updates to agency systems.

Program Services Include:

- IT and Telephony support for the Agency. This includes all cellular devices and computer equipment provided by the agency to all CSB employees and users.
- We are also responsible for maintaining the infrastructure that ties all IT related services together and their associated tasks.
- We provide first line helpdesk support for all agency IT and Telephony related questions / issues.

Projects

- Provisioning/Testing/Documenting in prep for deployment of secondary ISP connection from LUMOS to provide redundancy for internet and remote access.
- Provisioning/Testing of Microsoft Azure cloud resources in preparation for migration to Hybrid Cloud/On-Premise Infrastructure.
- Currently in the deployment stage of Password Reset Utility that allows Agency staff to easily reset their passwords when necessary.
- Ongoing Computer refresh across the Agency, insuring that agency staff are working on up to date and reliable equipment.
- Currently in the Development/Planning/Testing of new HelpDesk processes, procedures, and technology intended to enhance the IT services provided to the Agency.
- Currently reviewing current eMail archive systems to ensure that it meets the needs of the Agency.
- Currently in the Planning/Testing phase for upgrade to email archive system.

- Completed Microsoft Lync deployment to Agency computers and Groupwise Messenger deactivated.
- Completed new VoIP system installation at new space at Riverside Behavioral Health for Emergency Service.
- Successfully completed 1st demo of proposed electronic workflow and digital signature solution using the Human Resources Personnel Action Form.
- Currently in the Planning/Testing/Documenting phase of new HIPAA compliant secure document management solution that will improve security of PHI transmitted out the Agency.
- Currently in the Planning/Provisioning/Testing new Intranet/Employee Portal deployment.
- Currently in the Planning/Provisioning/Testing new Security Management/Monitoring System.

Personnel

Tim Lauzon, Vern Smith, Tracey Malarkey, Dion Moore, Brian Rummel

3. Data Informatics

Program Activities

- Provides new-hire training on the agency's EHR system, Profiler
- On-going system maintenance, upgrades and program support
- Clinical form development and modifications as needed
- Monthly CCS3 reports processed for submission to the state

Program Services Include:

Profiler & Great Plains maintenance and support. Profiler staff training. CCS 3 report processing and data collection. Clinical (demographic / service / statistic) & Financial report development. Clinical & Financial form development. Physician support – on site support for eCceptionist, Dr. First & eScribe.

Projects

- Coordinating with the region CSBs in the development and deployment of an HPR-V service file consisting of CCS3 data elements for automated upload for submission to the state.
- Pairing with regional clinical and support staff in the identification of required data for implementation of the WAMS form for the state.
- Developing custom fields and screen set-up in the agency EHR to fulfill the new required FY18 CCS3 data elements.
- Developing standardized Agency dashboards using predefined Key Performance Indicators identified by Dashboard Development Team.

Personnel

Shelia Leary, Data Informatics Manager, Antoinette Culberson, Report Writer, Gentry Parker, SQL Systems Analyst, N. Brandy Stith, Senior Systems Analyst, Kendra Shivers, Customer Support Program Specialist, Chris Meier, HTML Forms Designer

QUALITY MANAGEMENT

Dr. Melanie Bond, Director

Members of the Division of Quality Management welcomed the Alethea V. Lambert, Peer Recovery Coordinator, on July 1, 2017. While no stranger to the agency, Ms. Lambert's position was previously housed within the Addiction, Recovery Treatment Services (ARTS) Division of

the organization. However, we are thrilled to have someone with her skill, experience and exuberance leading the charge in strengthening our Peer Services program.

1. **Quality Assurance and Improvement Division Activities**

The Quality Assurance and Improvement Manager (QAIM), QM Director, Physicians and members of Addiction Recovery Treatment Services (ARTS) Division met on June 2, 2017 and again on June 7, 2017 to discuss plans to start Office Based Outpatient Treatment (OBOT) services. Partners in Recovery (PIR) will administer the program.

The QM Division met on June 5, 2017 to discuss preparations for the agency's 2018 Triennial Licensing Review with the Department of Behavioral Health and Developmental Services (DBHDS). The objective of the meeting was to develop a tool, to be shared with the agency's Management Team and ELT, of activities and timelines that programs should be working on to prepare for the review. The proposed tool would be vetted through the Quality Improvement Committee (QIC). The QM Division is planning to present the proposed tool to the QIC during the September 2017 meeting.

The QAIM and TDT Clinical Administrator met with the agency's Senior Licensing Specialist, Gail Schreiner of the DBHDS Office of Licensing on June 6, 2017. Ms. Schreiner provided guidance and recommendations for the proposed Adolescent Outpatient and Intensive Outpatient services under ARTS.

Members of the QM Division participated in the DBHDS licensing reviews on June 5th, 6th, July 11th, August 8th, 9th and 29th, 2017. Gail Schreiner, Senior Licensing Specialist, conducted a combination of record reviews and personnel reviews of the following programs: REACH, Psychosocial Rehabilitation, IDD Case Management, Residential Services, TDT Summer Enrichment, Hampton Roads Clinic and a record review in reference to a Serious Incident Report (SIR) from MH Case Management Services. Members of the QM Division participated in the licensing reviews, participating in exit meetings and communicating licensing review outcomes to program leaders. Citations were issued to the following programs as a result of these licensing reviews: Psychosocial Rehabilitation, IDD CM, TDT Summer Enrichment and MH Case Management (SIR).

During the months of July and August, the QAIM, in collaboration with the Directors of QM and ARTS staff, gathered information and completed the Annual CARF Report.

The following Service Modification Provider Request applications were completed or approved between June and August 2017: SA Adult IOP.

2. **Quality Improvement**

The Quality Improvement Committee (QIC) met on June 8, 2017 to provide licensure updates, begin discussions about the 2018 Triennial Licensing Review and CARF, and proposed changes to the quarterly review and reassessment processes. A QIC Workgroup was created to spearhead the revisions to the forms. The QIC is scheduled to meet again on September 14, 2017.

Between June 2017 and August 2017, the QAIM, Director of Quality Management and URS met with RCSU, Psychosocial Rehabilitation Services and MH Supervised Residential staff on

separate occasions to provide guidance on the completion of their corrective action plan (CAP) issued by the DBHDS Office of Licensing as a result of their licensing reviews.

The QAIM and URS met with the COS Child and Adolescent program to review their Program Improvement Plan (PIP) on August 4, 2017. The program is following the PIP as outlined. The Clinical Service Administrator updated the QM Division on the recent strategies that are being used to resolve documentation issues. Actions included utilizing the Profiler dashboard and utilizing the Clinical Assistants to alert clinicians of upcoming quarterly and annual reviews. The Clinical Service Administrator also continues to provide oversight via supervision and verifying completion and status updates of clinical documentation.

3. Health and Safety Inspections

The following inspections were completed: Buildings 300, 2712 Washington Avenue

4. Utilization Review

The QAIM and 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.

The QAIM and URS met with Emergency Services Director, Manager and Pre-Screener in July 2017 in order to obtain an overview of the program. The QAIM and URS proposed that they meet with other divisions in an effort to learn about the specific federal, state and agency-wide requirements and to provide better utilization review of the programs. Other meetings included the Hampton Roads Clinic (HRC) (August 2017).

The QAIM and URS began the second of two internal record reviews of the HRC in July 2017.

Ongoing Internal Record Reviews: The URS completed the monthly quality record reviews of the PACT program and Regional Crisis Stabilization Unit (RCSU). Other record reviews included: MH Adult Case Management and Hampton Roads Clinic.

4th Quarter Program Driven Utilization Reviews were due to the Office of Quality Management on August 29, 2017. The QAIM and URS will analyze the data from the submitted reviews and provide a report of the results to the Quality Improvement Committee and Management Team in September.

5. Quality Management Division Activities

During the month of June, July and August, 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 summer months:

June 5, 2017: QM Division met to initiate discussion on how to prepare the agency for the upcoming triennial audit in 2018.

June 14, 2017: The Compliance & Standards Manager attended and participated in the bi-monthly Human Rights Regional Consortium meeting in Portsmouth, VA. Focus of the meeting involved finalizing the Human Rights training for the CSB's to utilize across the region.

June 19, 2017: The Compliance & Standards Manager met with Dr. Baltej Gill to discuss merging the agency's *QM-013 Substitute Decision Making and Authorized Representatives* policy and the agency's *MM-016 Capacity Evaluations* policy.

July 18, 2017: The Compliance & Standards Manager met with the agency attorney to consult on a human rights matter.

June 20, 2017: QM participated in team meetings with REACH leadership to discuss:

- a. REACH's response to challenging behaviors exhibited by consumers;
- b. Exploring alternate treatment interventions (art therapy, music therapy); and
- c. Discharge planning.

June 22, 2017: QM participated in a Developmental Services Support Coordination team meeting.

June 28, 2017: QM facilitated the agency's quarterly Independent Review Committee (IRC), which is a required committee stipulated by the Human Rights regulations.

July 11, 2017: The Compliance & Standards Manager attended and participated in a DD Support Coordination team meeting to address concerns from a consumer's family regarding his capacity to make decisions.

July 13, 2017: QM participated in a team meeting with C&A DD Case Management to discuss a recent CAP rendered by the Office of Licensing.

July 28, 2017: QM also coordinated and attended a Developmental Services (DS) audit overview in an effort to align DS and QM auditing processes.

August 9, 2017: The Compliance & Standards Manager participated in the bi-monthly Human Rights Regional Consortium meeting which was facilitated at the HNNCSB. Focus of the meeting involved exploring the investigatory and report writing processes for each CSB.

August 15, 2017: QM participated in a team meeting with Project Link and PIR regarding a protective order taken out on one consumer by another consumer in the same program. Focus of meeting was to explore various ways to manage service provision given this complex issue.

August 28, 2017: QM attended the TDT "Back to Training" at Sandy Bottom Nature Park and facilitated a training on the agency's investigation process.

August 30, 2017: QM Director participated in Developmental Services Celebration Day. QM Director presented on the agency's Strategic Plan to DS staff in a morning and afternoon session.

6. Human Rights Corrective Action Plan(s)

The agency received one Corrective Action Plan regarding Human Rights during the month of July. The standard cited was specifically regarding C&A DD Case Management timeframes in reporting SIRs.

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

During the month of June, 175 incidents were reviewed in Pro-Filer. Out of the 175 total incident reports, 47 were reported in the state Computerized Human Rights Reporting System (CHRIS).

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

During the month of July, 173 incidents were reviewed in Pro-Filer. Out of the 173 total incident reports, 43 were reported in the state Computerized Human Rights Reporting System (CHRIS).

During the month of August, 135 incidents were reviewed in Pro-Filer. Out of the 135 total incident reports, 25 were reported in the state Computerized Human Rights Reporting System (CHRIS).

8. Southeast Alliance Local Human Rights Committee (SEA LHRC)

The SEA LHRC met on July 18, 2017 under the provision of the updated Human Rights regulations. Mr. Daye announced the Office of Human Rights has hired a new advocate, Ms. Donna Kastelan, who will attend the SEA LHRC meetings upon completion of training. Mr. Daye will continue to participate in the SEA LHRC meetings until the new advocate is ready.

Mr. Daye provided the Committee members with the following brief trainings:

- FOIA
- Updated Bylaws

The Compliance and Standards Manager met with the committee in closed session to provide the LHRC with a quarterly review of the Behavioral Treatment Plan (BTP) for a consumer.

The next SEA LHRC is scheduled for October 17, 2017.

9. Authorized Representative Assignments

During the month of June, one capacity evaluation was completed, which warranted a recommendation for an AR assignment. An AR appointment recommendation was subsequently provided to the Executive Director for review and signature. In addition, there will be two Next Friend requests that will be presented before the upcoming LHRC meeting for approval of appointment.

During the month of July, two capacity evaluations were completed, which warranted a recommendation for an AR assignment. AR appointment recommendations were subsequently provided to the Executive Director for review and signatures. In addition, there were two Next

Friend requests that were presented before the LHRC on July 17, 2017, which were subsequently approved.

10. **F.O.I.A. Requests**

There were three FOIA requests during the month of June, which were approved and subsequently provided to the requestors. There was one FOIA requests during the month of July that is currently in progress.

11. **Human Rights Trainings**

During this reporting period, the Division of Quality Management collaborated with the Staff Development and Training Division to review, update, and revise the current Human Rights training to reflect the recent regulatory changes. All current staff across the agency (includes campus) will be assigned an online course (date TBD) with an identified deadline of completion. New hires will be assigned as they start new hire orientation and will be expected to have the training completed within 15 days from their date of hire.

12. **Committee Involvement**

The Medication Error Committee met on July 12, 2017, committee continues to monitor medication errors and any trends and training needs.

Quality Management and Corporate Compliance Team

Alicia Gaston, M.Ed., Quality Assurance and Improvement Manager,
Alethea Lambert, QPPMH, CPRS, CSAC-A, Peer Recovery Coordinator,
Ednamae Lewis, Receptionist, Karen Matthews, M.Ed., Ed.S., Compliance and Standards
Manager, Halima Rhea, B.S., Utilization Review Specialist, Shannon Richardson, BA, Clinical
Documentation Training Specialist, Renee Davenport, Office Manager,
Melanie Bond, Psy.D. Director

HUMAN RESOURCES

Kimberly Thompson, Director

1. **Human Resources**

The Human Resources department is committed to filling vacancies with highly qualified candidates. During the months of June, July and August there were 68 new hires; 48 full-time, 17 part-time/on-call and 5 Interns. The new hires included 20 Community Services Associate II, 17 Case Managers/Support Coordinators, 10 Behavioral Counselors, 4 Psych Care Nurse LPNs, 3 Therapists, 2 Emergency Counselors, 1 Human Resources Specialist, 1 Peer Recovery Specialist, 1 CTH Counselor, 1 Clinical Intervention Specialist I, and 1 SUD Counselor.

2. Training Services

- During the three month period 1188 classroom courses and 5619 online courses were completed by Agency Staff.
- Marcus King, Administrator, Staff Development and Training and Anita Bryant, Staff Training Specialist, successfully recertified their American Heart Association Basic Life Support Instructor Certification
- An Applied Suicide Intervention Skills Training (ASIST) was completed in August 2017 facilitated by Marcus King and an outside facilitator. 15 participants completed the course including 3 community participants. ASIST Training supports our Community and is part of the requirements of suicide prevention initiatives of the performance contract. Another ASIST will be offered in November 2017. Sessions are open to staff and the community.
- Mental Health First Aid sessions resume in October 2017 after a summer hiatus. Sessions are open to staff and the community.
- Marcus King and Freddie Simons presented a presentation on the Agency Cultural Competency Initiatives at the August Management Team Meeting. Mr. King is working with DBHDS on the reforming of the DBHDS Commissioner's Statewide Cultural and Linguistic Competency Committee.

3. Committee Updates

Wellness Committee

The Wellness Committee sponsored a Drama Free Leadership session presented by Bon Secours Employee Assistance Program on June 14 and BB&T presented the Basics of Credit on June 21. The second Quarterly Wellness Drawings prizes were awarded in July. The top five gifts included a TV, Vitamix mixer, gas grill and two ellipticals. The committee continues to send "Wellness Wednesday" emails to staff with educational materials on maintaining and improving ones overall health.

Compensation Study

The 18 employees who were below the hire rate received a salary adjustment on June 25th. All staff were provided a 2% Cost of living increase, effective July 2017.

Employee Appreciation Event

To show our appreciation for the staff, we will be organizing an Employee Appreciation Event on October 12, 2017. The outdoor event will include lunch and fun activities for the staff.

COMMUNICATIONS AND BUSINESS DEVELOPMENT

Sherry Hunt, Director

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

1. Develop and expand marketing, market research, and branding functions within H-NNCSB

- Met with staff on June 15, 2017 and August 3, 2017 to work on and finalize marketing plan for the South-eastern Family Project (SEFP).
- Participated in Sister David Ann Summer 2017 Community Explosion held at Colonial Landing apartments on June 16, 2017 and provided resources and information on agency programs and services.
- Participated in the Ivy Baptist Church Vacation Bible School on June 26, 2017 and shared resources and information on our programs.
- Developed Marketing Plan for Addiction and Recovery Treatment Services offered by the agency.
- Discussed the expansion of our Addiction and Recovery Treatment Services while attending the Peninsula Community Opioid Response (PCOR) Team meeting on August 1, 2017.
- Met with SEFP Family Coordinator on August 7, 2017 and again on August 15, 2017 to discuss plans for a SEFP Community Open House.
- Prepared flyer marketing our full array of Addiction and Recovery Treatment services and highlighting our expansion of services and focus on increased access to care.
- Presented and distributed marketing material on our Addiction and Recovery Treatment services while attending the Hampton-Newport News Community Criminal Justice Board meeting on August 17, 2017.
- Developed and submitted a set of behavioral health survey questions to be utilized within a community health survey administered by the Health Department; our questions are designed to assist with future rebranding efforts by gauging brand awareness, usage, attributes, and intent.
- Created marketing distribution list containing key partners and stakeholders across the region and distributed marketing flyer highlighting our expansion of substance abuse treatment services.
- Attended Mental Health and Substance Abuse directors meeting on August 18, 2017 and discussed our SA services with particular focus on the SEFP program.

2. Develop and expand Web site, social media and brochures/publications

- Updated the SEFP promotional brochure.
- Updated the Developmental Services Support Coordination Brochure.
- Met with IT staff to discuss Website planning and develop a process for Website content updates on July 14, 2017 and August 4, 2017.

- Attended the How to Use Live Video – From Facebook to Instagram webinar at the Coliseum Central BID office on August 24, 2017.
- Prepared meeting agenda handout for Development Services Annual Division Celebration held on August 30, 2017.

3. Develop and expand public relations and communications functions within H-NNCSB

- Facilitated interview on June 14, 2017 with reporter from the Daily Press, Sarah Ketchum, and H-NNCSB case management staff to discuss our role in the Newport News Fire Department's Community Paramedicine program.
- Facilitated WAVY News Channel 10 interview with reporter Chris Horne and Alethea Lambert, H-NNCSB Peer Recovery Coordinator.
- Prepared news release for a Daily Press reporter discussing our expansion of substance use treatment services and the information was ultimately featured in a front page news article in the Daily Press on July 4, 2017 which highlighted our expansion of opioid addiction programs.
- Contacted Barbara Hamm-Lee, Executive Producer/Host of the Another View Radio Talk Show on 89.5 WHRV-FM, requesting that we be a part of her Friday Health segment and we subsequently received an invitation to come and talk about the opioid crisis during a show in September.
- Facilitated meetings and interviews between a Daily Press reporter, David Ress, and peers employed by our agency for an article that was featured on the front page of the Daily Press in September.
- Participated in the planning of H-NNCSB's Recovery Month events.
- Facilitated an interview, on August 25, 2017, between Janet Roach from Channel 13 news and Hampton Roads Clinic staff and a client for a story on pain management and opioid treatment alternatives to be aired in September.
- Was a presenter at the Developmental Services Annual Division Celebration on August 30, 2017 and provided an overview of my role in the agency.

4. Develop and expand advocacy and lobbying efforts with communities and government stakeholders

- Created a contact list containing addresses, phone numbers, legislative aides, areas represented and committee assignments for all of our state and federal legislative representatives to be used for future engagement with these individuals.
- Collected PowerPoint presentations from each division to be used for meetings with legislators and stakeholders.
- Supported Executive Director in a meeting with Senator Monty Mason on July 25, 2017 to discuss STEP-VA Same Day Access (SDA) funding, Virginia Opioid Prevention, Treatment and Recovery (OPT-R) grant funding, DBHDS Financial Realignment Plan, and What's New at the H-NNCSB.
- Introduced Political Engagement Calendar to the board members at their Board of Directors Retreat held on August 16, 2017.

5. Develop and expand business development functions within H-NNCSB

- Attended meeting with Danette Smith, VAB Director of Human Services, and Ruth Hill of The Healing Place, on June 19, 2017, to discuss a potential partnership.
- Worked with the Interim District Director of the Hampton and Peninsula Health Districts to set up a process to facilitate the Health Department providing NARCAN to participants in our REVIVE training classes.
- Worked with the founder of A Safer Hampton Roads program to connect her with the Developmental Services division so that the program information is disseminated to key staff in the agency.
- Worked with the Director of Adult Care Coordination to create a Commonwealth Coordinated Care Plus (CCC+) information sheet to be distributed to all staff in the agency.
- Attended CCC+ meetings with Managed Care Organization (MCO), Anthem, Virginia Premiere, Optima, Magellan MCO and Aetna during the summer months.
- Met via conference call, on August 14, 2017, with staff from Community Health Solutions, Inc., the VACSB Support Platform, to discuss the Community Value Profile development process.
- Met with Carol Berg, Regional Director of the Virginia Veteran and Family Support center on, August 21, 2017, to receive an overview of the services her center provides and to discuss ways in which our agencies can continue to enhance our ongoing partnership in service to our veterans and their families.

5. Upcoming Events

- September is National Recovery Month, participated in committee to plan the following agency events:
 - September 13th – ‘Wear Recovery Month Color Day’ – Wear Purple agency wide
 - September 13th – Recovery Day/Recovery Walk – 10:30-11:00 and 2:30 – 3:00 – rain date – September 20th
 - September 21st – “The CSB’s Got Talent” – Recovery Showcase – 1-5 – Large Training Room
 - September 29th – Recovery Trivia (Recovery Jeopardy/Wheel of Recovery) 4 slots in the morning, 4 slots in the afternoon – 40-45 minutes
- Hampton VA Medical Center Mental Health Summit on September 13, 2017.
- Consumer Family Advisory Meeting (CFMAC) on September 22, 2017.
- VACSB Public Policy Committee meeting on September 28, 2017.

6. Other Meetings Attended

- Attended Celebrating Fathers & Role models event held on June 10, 2017
- Attended Greater Hampton Roads Population Health Summit on June 20, 2017

- Attended Addiction and Recovery Treatment Services Managers' meeting on June 19, 2017.
- Visited Colonial CIT Assessment Center (CITAC) in Williamsburg on June 21, 2017 and met with key staff to discuss their program.
- Attended the VACSB Public Policy meeting on June 22, 2017.
- Attended Juvenile Drug Court Graduation on June 28, 2017.
- Attended 757 Homeboy-Like Initiative: 1st Steering Committee Meeting on July 6, 2017.
- Attended EVMS Mental Health Working Group Meeting: Identifying A Single Access Point on July 7, 2017.
- Attended Executive Directors Forum Meeting on July 11, 2017.
- Attended the Virginia Summer Institute for Addiction Studies on July 17, 2017.
- Attended the VACSB Public Policy meeting on July 27, 2017.
- Attended Addiction and Recovery Treatment Services Managers' meeting on July 31, 2017 to present SA Marketing Plan.
- Attended Peninsula Community Opioid Response (PCOR) Team meeting on August 1, 2017.
- Attended the Coliseum Central Lunch & Learn Seminar entitled Perfectly Pitched: Resonating with Your Audience on August 3, 2017.
- Attended the Home and Community Based Services (HCBS) Individual Rights Training, on August 17, 2017, provided by the Developmental Services division.
- Attended the Hampton-Newport News Community Criminal Justice Board meeting on August 17, 2017.
- Participated on VACSB Public Policy Committee conference call on August 24, 2017.
- Attended the Western Tidewater CSB Tidewater Cove Open House on August 24, 2017.



MEETING OF THE BOARD OF DIRECTORS

**Thursday, June 15, 2017, 5:00 p.m.
CSB Campus Board Room**

- Present:** Dr. Spencer, presiding; Mr. Gray, Jr.; Mrs. Rogers; Mrs. Stewart; Mr. Supler; and Mrs. Thomas
- Staff:** Mrs. Christian; Mr. Crisp; Mrs. Cunningham; Mrs. Barnes; Dr. Bond; Mr. Deisch; Dr. Gill; Mrs. Hogge; Mrs. Hunt; Mrs. McCarthy; Ms. Newlon; Ms. Thompson; and Ms. Mercado
- Guests:** None

CALL TO ORDER

After waiting a few extra minutes for a quorum to arrive, Dr. Spencer called the Meeting to order at 5:10 p.m., on Thursday, June 15, 2017, as he welcomed Members of the Board, guests, and staff to the Meeting of the Board of Directors for the Hampton-Newport News Community Services Board (H-NNCSB).

REMARKS OF THE CHAIR

Members of the Board of Directors were advised by Dr. Spencer that with it being the final meeting of the fiscal year, the meeting should be brief since there were a limited number of Standing Committee Reports and no presentations were to be made.

Board Member Attendance

Dr. Spencer announced the names of Members of the Board of Directors who communicated their inability to attend the Board of Directors Meeting held on Thursday, June 15, 2017, to include: Mrs. Golden Bethune-Hill, Mrs. Izabela Cieszynski, Mrs. Beatrice Dahlen, Dr. Arva Davidson, Mr. Thomas Morehouse III, and Mrs. June Owens. Dr. Spencer also noted that if a quorum was not present shortly of remaining Members of the Board, a Special Meeting of the Board of Directors may have to be called to complete the remaining action items and other responsibilities of the fiscal year.

**Introduction of
 Guest(s)**

While H-NNCSB staff members were present, there were no guests at the June 15, 2017, Meeting of the Board of Directors for the Hampton-Newport News Community Services Board.

**PUBLIC
 COMMENT**

There was no public comment received from the audience.

**BOARD
 STANDING
 COMMITTEE
 REPORT**

**Budget, Finance &
 Audit Committee**

In the absence of Mr. Morehouse, Committee Chair, Mrs. Venerria Thomas graciously agreed to provide Members of the Board of Directors with the Report of the Budget, Finance and Audit Committee. She reported that Members of the Budget, Finance and Audit Committee held their last monthly meeting of the fiscal year on Monday, June 12, 2017, at 4:00 p.m. in the Campus Board Room. She continued noting that during the meeting Ms. Denise Newlon, Chief Financial Officer, provided Members with a Glance at Fiscal Year 2017; Cash and Operating Reserve balances; Comparative Balance Sheets and Operating Results through April 30, 2017, for the Hampton-Newport News Community Services Board, the H-NNCSB Property Company, Inc., Share-A-Homes of the Virginia Peninsula, Dresden LLC, and the Trust for Disabled Persons.

Mrs. Thomas continued noting that as the Committee took a Glance at FY17, Ms. Newlon provided Members with specific information regarding the status of the FY18 Budget scheduled to be approved by the cities of Hampton and Newport News over the summer months. She also noted multiple changes to the earned revenue process during the fiscal year due to Waiver Redesign, the continuation of the Governor's Access Plan (GAP), the new Addiction and Recovery Treatment Services (ARTs) program, and various other regulatory bodies. Mrs. Thomas shared with Members that Ms. Newlon continued her report noting a mid-year reforecast which included the conversion of the Aberdeen Gardens IDD Residential program to an Intermediate Care Facility (ICF). Members were advised that the new facility would provide care for individuals who have more intensive medical needs. It was announced that Mrs. Newlon also touched on Employee Wellness initiatives, Compensation, Housing Initiatives, and other items on the horizon.

Mrs. Thomas stated that Members were informed of CSB Cash Balances which are projected to remain above the \$2M mark although there are three payroll periods during the month of June. She continued that Ms. Newlon reported that earned revenue through the month of April was at approximately 89% of the monthly budget of approximately \$29M, and that Ms. Newlon also reported on the Aged Accounts Receivables, Unbilled Services, Variance Analysis and Health Insurance for staff which was approximately \$18,000 over budget for the time period reported. With regard to program reviews, Mrs. Thomas advised that Members of the Committee were provided with the CSB Program “*Over Achievers*” who earned revenue higher than the budgeted target and expenses lower than the budget amount. These programs included the [Next Step Program](#), the [PACT Program](#), and [Project Link](#). However, on the “*Watch List*” side of the spectrum, it was reported that programs on the latter List had been doing better with their reforecast budgets.

It was shared by Mrs. Thomas that Members of the Budget, Finance and Audit Committee also reviewed the Comparative Balance Sheets and Operating Results through April 30, 2017, for the Hampton-Newport News Community Services Boards and its entities noted earlier in the meeting which showed positive net incomes for most, while Dresden, LLC showed a positive net flow and an operating net loss, for the four months reported. Members of the Committee were reminded that the operating net loss was acceptable for this specific entity.

In closing, on her report, Mrs. Thomas shared that Mrs. Newlon advised that the Hampton-Newport News Community Services Board would break even and have a balanced budget by the end of the year, and that the CSB and its entities remained in compliance with all debt covenants.

EXECUTIVE DIRECTOR UPDATE

In an effort to determine whether a quorum was met so that Board Action Item responsibilities would be handled at this meeting or whether a Special Called Meeting was in order, Mrs. Christian provided Members of the Board with an update on Board Members who confirmed their attendance at the meeting.

Annual Board Retreat

Mrs. Christian advised that staff continued to work on the specifics for the upcoming Annual Board of Director Retreat. She shared that she was still awaiting responses from both Commissioner Jack Barber of the Dept. of Behavioral Health and Mrs. Jennifer Faison, Executive Director, of the Virginia Association of Community Services Boards, suggested guest speakers, on the best date they would be able to attend. Mrs. Christian announced that dependent on

the response received from the guest speakers would determine the date of the Annual Board Retreat which would be shared with Members of the Board promptly.

**Newport News
 City Manager**

Mrs. Christian also reported that staff have a meeting scheduled with the new Newport News City Manager, Mrs. Cynthia Rohlf, and that Mrs. Thomas has agreed to attend the meeting on behalf of the Hampton-Newport News Community Services Board. She opened an invitation to remaining Members of the Board to join in the meeting at the Newport News City Manager's office to provide her with an update on the Hampton-Newport News Community Services Board.

**CONSIDERATION
 ITEMS**

Briefly, Dr. Spencer reminded Members of the Board of the upcoming 15th Annual Graduation Ceremony of the Newport News Juvenile Drug Treatment Court scheduled on June 28, 2017, at 4:00 p.m., in the Newport News City Hall Council Chambers.

**CLOSING
 REMARKS**

There still not being a quorum present, Dr. Spencer asked Members for their availability to attend a Special Called Meeting of the Members of the Board of Directors for the Hampton-Newport News Community Services Board at a time that was most convenient for Members of the Board. After brief discussion, Members confirmed to hold a Special Called Meeting of the Members of the Board of Directors for the Hampton-Newport News Community Services Board on Thursday, June 29, 2017, at 4:00 p.m. in efforts to complete the remaining Board Action Items and other responsibilities of the Fiscal Year 2017.

ADJOURNMENT

There being no additional business to discuss, the Board of Director's Meeting was adjourned at 5:32 p.m.

 Dr. Turner Spencer
 Chair

 Mrs. Beatrice Dahlen
 Secretary



**SPECIAL CALLED MEETING
OF THE BOARD OF DIRECTORS**

**Thursday, June 29, 2017, 4:00 p.m.
CSB Campus Board Room**

Present: Dr. Spencer, presiding; Mrs. Bethune-Hill; Dr. Hunt; Mrs., Cieszynski; Mrs. Dahlen; Dr. Davidson; Mrs. Owens; Sheriff Roberts; Mrs. Rogers; Mrs. Stewart; Mr. Supler; and Mrs. Thomas

Staff: Mrs. Christian; Mrs. Hunt; Mrs. McCarthy; Ms. Mercado; and Mrs. Harris

Guests: None

**CALL TO
ORDER**

Dr. Spencer called the Meeting to order at 4:00 p.m., on June 29, 2017, as he welcomed Members of the Board, guests, and staff to the Special Called Meeting of the Board of Directors for the Hampton-Newport News Community Services Board (H-NNCSB).

**REMARKS OF
THE CHAIR**

Dr. Spencer advised Members of the Board of Directors for the Hampton-Newport News Community Services Board that in accordance with the Board By-Laws, a quorum is required to conduct the business of the Board. He continued noting that since a quorum of voting Members was unable to be obtained at the last scheduled Board of Directors Meeting held on Thursday, June 15, 2017, a Special Meeting of the Board of Directors was called to allow the Action Items of the previous meeting to be addressed before the close of Fiscal Year 2017.

**Board Member
Attendance**

Dr. Spencer announced the names of Members of the Board of Directors who communicated their inability to attend the Special Called Board of Directors Meeting held on Thursday, June 29, 2017, to include: Mr. James Gray, Jr.; Mr. Thomas Morehouse, III; and Ms. Morgan Russell.

**Introduction of
 Guest(s)**

In response to Dr. Spencer's request, Mrs. Christian advised that while there were no guests in attendance, Mrs. Sherry Hunt, Director, Business Communications; and Mrs. Carol McCarthy, Director, DD Services, were in attendance.

**PUBLIC
 COMMENT**

There was no public comment received from the audience.

ACTION ITEMS

A-1.

The **Minutes of the Board of Directors Meeting held on May 25, 2017**, were unanimously accepted as presented.

A-2.

Mrs. Mary Stewart, Committee Chair, reported that Members of the Nomination and Selection Committee held their final meeting of the fiscal year on May 11, 2017, where among other items, they discussed Board Membership and confirmed the FY18 Proposed Slate of Officers. She advised that since the Board of Directors meeting held last month (May 25, 2017), both Mrs. Golden Bethune-Hill and Sheriff B. J. Roberts were reappointed by the Hampton City Council to another three-year term on the Board of Directors.

Mrs. Stewart continued her report noting that the Nomination and Selection Committee had not received any additional recommendations to the FY18 Proposed Slate of Officers presented at the May Meeting of the Board adding that the Slate remained the same as previously reported. That being said, on behalf of the Nomination and Selection Committee, she announced that in compliance with the Board By-Laws, she was pleased to present to Members of the Board of Directors, the FY18 Proposed Slate of Officers as follows:

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

Mrs. Stewart shared that if there are no other nominations from the Board of Directors for the FY18 Proposed Slate of Officers, it is the recommendation of the Nomination and Selection Committee that the Proposed FY18 Slate of Officers be approved as presented.

Action

There being no additional nominations or discussion from Members of the Board regarding the FY18 Proposed Slate of Officers the Slate was approved unanimously by Members of the Board of Directors.

A-3 and A-4.

With regard to the next Items for Board of Director Action, Dr. Spencer informed Members of the Board that Action Items No. 3 and No. 4 would be presented together since they correlate to a similar responsibility of the Nomination and Selection Committee.

With that, Mrs. Stewart stated that at their meeting held on May 11, 2017, Members of the Nomination and Selection Committee completed the Annual Evaluation process of the Executive Director, Mrs. Natale Christian. Please note that while a copy of the confidential Evaluation Report of the Executive Director was provided to Members of the Board under separate cover earlier in the month, Members would also find a copy of the Evaluation Report and a full Report of the May 11th meeting of the Nomination and Selection Committee in their Red Folders. Members of the Board of Directors were asked to please return any confidential Performance Evaluation information to Ms. Mercado at the close of the meeting as the information was very personal and confidential.

Mrs. Stewart reported that, overall, Members of the Board would be pleased to know that the Performance Evaluation scores were phenomenal and comments received from Members of the Board of Directors were very favorable for Mrs. Christian. Moreover, she advised that the Committee's evaluation process also included a review of the FY18 Executive Director Employment Agreement where Members of the Nomination and Selection Committee are recommending the renewal of the Employment Agreement for Mrs. Natale Christian for a two year period, namely from July 1, 2017, to June 30, 2019, with annual Performance Evaluations. Mrs. Stewart continued noting that Members of the Committee also recommended a 2% Cost of Living increase in line with that which was approved for all staff of the Hampton-Newport News Community Services Board for Fiscal Year 2018.

That being reported, Mrs. Stewart advised that it was the recommendation of the Nomination and Selection Committee that Members of the Board approve the Annual Evaluation of the Executive Director, Mrs. Natale Christian; her Employment Agreement renewal for two years, from July 1, 2017, to June 30, 2019, with annual Performance Evaluations; and the 2% Cost of Living increase to be in line with what is approved for general staff of the Hampton-Newport News Community Services Board.

Action There being no additional comments or discussion from Members of the Board, they unanimously approved the Annual Evaluation of Mrs. Natale Christian; her Employment Agreement renewal for two years, and a 2% Cost of living increase in line with what is approved for general staff of the Hampton-Newport News Community Services Board.

A-5. Dr. Turner Spencer, Board Chair, announced that the next Action Item pertained to the Board of Directors Meeting Schedule for Fiscal Year 2018 (FY18) for the Hampton-Newport News Community Services Board (Hampton-Newport News Community Services Board (H-NNCSB). He informed Members of the Board that the FY18 Board of Directors Meeting Schedule was provided on Page 5 of their June Board Packages for review; namely:

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

Dr. Spencer asked that Members of the Board please note that while Board of Director Meetings were generally scheduled on the fourth Thursday of each month, the November, December, and June meetings for FY18 were scheduled a week earlier due to the holiday season and potential submission deadlines of the H-NNCSB Performance Contract.

Action There being no additional comments or discussion from Members of the Board of Directors, the FY18 Board of Director Meeting schedule was approved as presented.

CLOSING COMMENTS

Board Retreat Mrs. Christian announced that a majority of Members of the Board of Directors chose to hold the Annual Board of Directors Retreat on **Wednesday, August 16, 2017.**

**Executive Director
Thank You** Mrs. Christian also thanked Members of the Board for renewing her contract along with their support, leadership and direction. She thanked Members of the board for all they do, adding that she takes nothing for granted and wanted to express her gratitude.

**Board Chair
 Recognition &
 FY18 Chair
 Introduction**

Additionally, Dr. Spencer thanked Members of the Board of Directors for allowing him to serve as Chair of the Board for the past few terms, as Mrs. Christian presented him with a plaque for his dedication and service as Chair of the H-NNCSB Board of Directors. Mrs. Christian shared the plaque inscription with Members of the Board of Directors. Dr. Spencer introduced the new Chair of the Hampton-Newport News Community Services Board for the next fiscal year, Mrs. Wanda Rogers.

**Thank You to
 Board Officers**

Mrs. Christian took the opportunity to thank all Board Officers for their service during the 2017 fiscal year.

**Newport News
 Drug Treatment
 Court Graduation**

Mrs. Dahlen, Board Secretary, reminded Members of the recent Newport News Juvenile Drug Treatment Court Graduation Ceremony held on Wednesday, June 28, 2017, noting that she would like to have seen more Members of the Board at the event. She also asked that the minutes reflect that Mr. Ryan Dudley, Clinical Services Administrator received congratulatory words on behalf of the Board of Directors for the event. Mrs. Christian advised Members that she would ensure Mr. Dudley was informed for their recognition of him for his service.

DBHDS Funding

Mrs. Christian advised Members of the Board of Directors that a request made to the Dept. of Behavioral Health and Development Services for additional funding had been granted above and beyond what was initially expected. She continued that the additional one-time funds would be used for the Regional Crisis Stabilization Program, Children's Crisis Services, and Transcend Supervised Residential home, program that we currently use significant subsidy to support. Members of the Board of Directors expressed gratitude to the Department of Behavioral Health and Developmental Services.

ADJOURNMENT

There being no additional business to discuss, the Board of Director's Meeting was adjourned at 4:21 p.m.

 Dr. Turner Spencer
 Chair

 Mrs. Beatrice Dahlen
 Secretary

FY18 Monthly Planner

September 2017

04		HOLIDAY - CSB CLOSED – LABOR DAY
05	11:30 am	Executive Leadership Team
05	4:00 pm	REACH Meeting
07	12:00 pm	Patrick McDermott, Esq.
09	8:30 am	Hampton Roads Morning Of Hope Walk
11	9:00 am	HPR-V Executive Directors Regional Meeting
11	1:30 pm	Newport News CPMT
12	1:00 pm	Steering Committee Meeting
12	4:30 pm	Newport News City Council – FY18 Budget & Performance Contract Presentation
12	7:00 pm	Newport News City Council Meeting
13	10:00 am	VAMC/CSB Summit, Chesapeake, VA
13	4:00 pm	Board Quality Management Committee
14	12:30 pm	Dr. Alan Jones, Dominion Physical Therapy
19	11:30 am	Executive Leadership Team
20	10:00 am	Region V Telephone Conference with DBHDS
22	11:00 am	Consumer and Family Member Advisory Committee
25	9:00 am	H-NNCSB Management Team
25	4:00 pm	Budget, Finance and Audit Committee
25	4:30 pm	Committee Community Relations / Governmental Affairs
26	11:30 am	Executive Leadership Team
26	1:00 pm	Steering Committee
28	12:00 pm	NN Youth and Gang Violence Reduction Steering Committee
28	2:00 pm	Hampton CMPT
28	5:00 pm	CSB Board of Directors
29	9:00 am	Riverside Behavioral Health Center
29	2:00 pm	Delegate Michael Mullins Housing Overview

FY18 Monthly Planner

October 2017

02	9:00 am	HPR-V Executive Directors Regional Meeting
03	12:00 pm	2017 Newport News State of the City Address
04 - 06		VACSB 2017 Public Policy Conference
09	1:30 pm	Newport News CPMT
10	11:30 am	Executive Leadership Team
10	1:00 pm	Steering Committee
12		H-NNCSB Employee Appreciation Event
17	11:30 am	Executive Leadership Team
17	3:00 pm	Southeastern Alliance, Local Human Rights Committee
23	9:00 am	H-NNCSB Management Team
23	4:00 pm	Budget, Finance and Audit Committee
23	4:30 pm	Community Relations / Governmental Affairs
24	11:30 am	Executive Leadership Team
24	1:00 pm	Steering Committee
26	12:00 pm	NN Youth and Gang Violence Reduction Steering Committee
26	2:00 pm	Hampton CMPT
26	5:00 pm	CSB Board of Directors
27	8:00 am	Hampton Community Leaders Breakfast
31	11:30 am	Executive Leadership Team