

# Board Meeting Minutes

October 27, 2011



NEW RIVER VALLEY COMMUNITY SERVICES

*Questions or Comments? Please contact Melissa Jackson, Clerk of the Board, at 961-8421.*

## **Call to Order:**

The meeting was called to order by Chair, Vicky Collins, at 7:02 p.m. Collins welcomed new Board member, Linda Fallon. Roll call was read by Melissa Jackson, Clerk of the Board.

## **\*\*\*Minutes:**

Neal Turner moved that the minutes of the September 22, 2011 Board meeting be approved. Trish Muldoon seconded the motion, which was approved unanimously.

## **Recognition of Guests:**

Whitney Asher and Suzanne Mayo of NRVCS introduced themselves as guests.

## **Public Comment:**

None.

## **Program Presentation:**

Rosemary Sullivan, Director of Child and Family Services, introduced Shane Ashby, Program Coordinator in that unit. Ashby announced the program topic, Autism Services, and discussed the agency's commitment to serving people on the autism spectrum. Ashby described services developed over the last year to support this population and stressed the importance of linking families to resources and making sure their needs are met. At a recent statewide meeting, Ashby remarked all CSBs present were asked to report on the number of autistic clients being served and NRVCS reported significantly greater numbers than other CSBs, even CSBs that are much larger than NRVCS. This can be contributed to the agency's willingness to offer these services as well as good diagnosis and 'open door' policy. Ashby reported on the growth of autism services in the agency, current referral statistics, new positions created to serve this population, and funding guidelines. Ashby discussed training activities for parents and staff and shared a goal of continued support throughout adolescence and adulthood.

Ashby introduced a family currently receiving services through the program. Three family members shared their experiences with NRVCS and the benefits of the services received. The family responded to several questions from Board members and concluded by emphasizing an increased happiness within their family unit as a result of participating in autism program treatment.

Ashby remarked he has worked with this particular family for over three years and some of the issues family members faced at the beginning of services have been totally overcome. He expressed personal satisfaction received as a result of working with this family.

## **Finance Committee Report:**

Dr. William Greenberg, Chair, presented the FY12 First Quarter Financial Statement which was also included in member packets. Greenberg noted a surplus larger than originally predicted. He explained Medicaid revenue is down mainly because some revenue-producing personnel have not been hired as predicted, and this is reflected in lowered personnel expenses. Greenberg explained higher-than-expected expenses in the equipment and supplies category is largely due to IT equipment purchases. That equipment is traditionally purchased in the first quarter for the entire year. He summarized by reporting we are favorably ahead of predictions.

\*\*\* = Agenda Action Items

## **Agenda Action Items**

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*Approved*

## **Members Present:**

Vicky Collins, Chair  
Linda Fallon  
Bill Greenberg  
Kathy Hubbard  
Sally McCarthy  
John Muffo  
Trish Muldoon  
Scarlet Ratcliffe  
Neal Turner

## **Members Absent:**

Bill Gardner  
(with notice)  
Robert Hiss, Co-Chair  
(with notice)  
Rebecca Hubble  
(with notice)  
Bob Nicholson  
(with notice)

## **Others Present:**

Shane Ashby  
Harvey Barker  
Melissa Jackson, Clerk of the Board  
Lucy McCandlish  
Bobby Miglani  
Rosemary Sullivan  
Cheri Warburton  
Deborah Whitten-Williams

## **Guests:**

Suzanne Mayo, NRVCS  
Whitney Asher, NRVCS



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As a review for long term board members, as well as explanation for newer board members, FASS Director Deborah Whitten-Williams described the summarized nature of the quarterly report. The report is an overview of a more detailed and complicated structure of internal reporting. Reports presented to the Board are intended to present financial data in an easy-to-understand format and Board members are encouraged to contact Whitten-Williams anytime there are questions. Harvey Barker, Executive Director, noted some of the surplus funds of this quarterly report represent carry-over funding that can be used only for specific programs.

**Child and Family Services Committee:**

Sally McCarthy, Chair, presented the CFS Committee report. McCarthy discussed a plan presented to the finance committee on Children's services which showed NRVCS ranks 4th in the number of services offered to children. The report also detailed costs of In-Home services; CSBs have charged \$3 million to Medicaid where private agencies have charged \$125 million. The plan also recommended any child with disabilities have a case manager and we've seen tremendous pay off from that recommendation. McCarthy reported DSS Directors are meeting next week and an important topic for discussion is privatization of comprehensive services. McCarthy noted Secretary Hazel supports privatization. There will be more reported on that issue at the next meeting, but it is felt we could experience substantial changes to the system as a result of privatization and those changes will not likely be positive.

**Adult and Family Services/ACCESS Committee:**

Neal Turner, Chair, presented the AFS/ACCESS Committee report. Final approval was received on the \$267k grant for expanded services at New Horizons. Expected advantages include increased doctor time and clinician time and the agency is excited about the project. Medical Services is recruiting for a doctor to fill a position left vacant when one of the agency's Nurse Practitioners transferred to CFS full time. ACCESS staff and Medical Services are working together to consider offering additional substance abuse services. Turner reported on funding for the new ID Crisis Stabilization program. Lucy McCandlish, AFS Director reported to the AFS committee on an incident at Fairview Home in which a resident collapsed and went into cardiac arrest. Fairview staff acted quickly and using an AED unit, was able to save the life of the resident. That resident is now finishing rehab and will soon return to Fairview. As a result of that incident, NRVCS plans to furnish AED units in other locations.

**Executive Committee Report:**

Vicky Collins, Chair, reported the committee did not meet prior to the Board meeting. Collins commented the lack of Executive Committee meetings is sometimes a reflection of stability and quality services.

**Executive Director's Report:**

Harvey Barker, NRVCS Executive Director, presented his report. The new PTO benefits program went in to effect on 10/1 and Barker recognized HR and Accounting staff on their incredible efforts getting that ready. That program, as approved by the Board, has been well received by staff throughout the agency. Barker reminded board members we're in the process of securing a new EHR system to meet upcoming federal requirements. The agency is deep into that process and have narrowed potential vendors to two, both of whom are well established and used by other CSBs in the state. Those two vendors will be invited back for second demos. Barker noted it will likely take 1.5 years to get a new system full implemented.

Barker reported on managed Medicaid which is scheduled to begin 7/1/12. The RFP has been sent and the CSBs will not be allowed to manage the project as previously hoped. However, the CSB Association is trying to establish a new partnership consisting of CSB members and an established managed care company and that partnership will submit a proposal. A decision will be made prior to the General Assembly session in January.

Barker reported on a recent Medicaid audit. DMAS contracted with a private company and they audited records for day treatment services for children as well as mental health support services for adults and children. Six auditors went through 40 charts over a period of four days. At the end of the audit, errors were found, but they were not errors related to the need for services or the quality of services. The errors were technical; missing signatures, dates missing next to signatures, etc. We expect a small payback and we may challenge some of the errors. Overall, the auditors were very complementary and Barker expressed pride in agency staff.

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**Board Member Comments:**

Trish Muldoon offered praise to Executive Director, Harvey Barker, on management of the many agency programs and projects. Barker thanked Muldoon, yet remarked the agency Directors are the ones who should be recognized. Barker briefly shared rider statistics for the new Radford Transit project. Deborah Whitten-Williams noted we are now the third largest transit provider in the region.

**Chairman's Report:**

Vicky Collins presented the Chairman's Report. Vicky offered additional words of welcome to new board member, Linda Fallon, representative of Floyd. Collins informed Fallon the learning curve for new NRVCS Board members can be steep, as the agency is very complex, and encouraged Fallon to ask questions when necessary.

**Adjournment:**

There being no further business, Neal Turner moved the meeting be adjourned at 7:44 p.m. Trish Muldoon seconded the motion which was unanimously approved.

Minutes approved on \_\_\_\_\_

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Melissa Jackson, Clerk of the Board