

# Board Meeting Minutes

## February 27, 2014



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, Robert Hiss at 7:00 p.m. Roll call was read by Melissa Jackson, Clerk of the Board.

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

Board members received in their packets the minutes from the January 23, 2014 Board meeting. Sheila Roop moved that the minutes be approved as distributed. Mary Biggs seconded the motion, which was approved unanimously.

### **Recognition of Guests:**

Robert Hiss welcomed one guest.

### **Public Comment:**

None.

### **Program Reports:**

James Pritchett presented the Crisis and Family Services report focused on legislative updates. Pritchett discussed recent focus on ECOs and prescreens in this region, noting agency stats for adolescents are pretty much the same as last year. There is an average of 25 to 28 encounters each month with youth that need prescreens in our region and about half of those result in hospitalizations. In comparison to stats across the state, these numbers are pretty high. But considering the broad range of services offered to adolescents, NRVCS numbers are likely higher because a higher number of adolescents are seen in various services in comparison to other CSBs. The CFS unit studies these statistics every month and ongoing discussions are held about how to decrease those numbers. Pritchett noted adolescents go to any open bed that can be found, with priority given to facilities closest to participating family members. Pritchett reported on a meeting with Probation and Parole on the issue of substance abuse services. P&P reports positively about progress they've seen. Pritchett reported an application for a drug court in Pulaski has been submitted and is expected to receive approval from the State Supreme Court in April. If approved, the committee will develop a work plan with an estimated start date of July, 2014.

Lucy McCandlish presented the Adult Recovery and Habilitation Services report. McCandlish discussed the extraordinary barriers list issue and reported on hospitalized NRVCS clients. McCandlish noted DAP (Discharge Assistance Project) funding is used to serve clients on the discharge list and the agency has about \$600k in DAP funding. 14 people have been served this year and 10 are on-going plans. This year, NRVCS admitted 14 people to the state hospital and 7 people on long term. NRVCS has also discharged 14 people. At Catawba, only one person was discharged and there are no clients at Southwestern State on the extraordinary barriers list. NRVCS admitted 19 client to New Horizons in January and McCandlish noted those admissions prevented state hospitalizations. McCandlish discussed how DAP funds can be used for this population, noting the agency has spent funds appropriately and successfully.

Melanie Adkins presented the Emergency Services report and distributed a handout to board members outlining regional protocols and pending legislation developed in direct response to the recent tragedy with the Deeds family. Regional protocols have been developed to prevent "unexecuted TDOs" which require the state facility to admit over their bed capacity. Adkins reported on recent bed usage and challenges related to these protocols. Adkins reported bills are

### **Agenda Action Items**

#### **Minutes - January 23, 2014**

*Approved*

#### **Strategic Plan Revision**

*Approved*

#### **Title VI Policy Change**

*Approved*

### **Members Present:**

Robert Hiss, Chair  
Mary Biggs  
Becky Hubble  
Sally McCarthy  
Trish Muldoon  
Bob Nicholson  
Scarlet Ratcliffe  
Sheila Roop  
Joe Turman

### **Members Absent:**

None

### **Others Present:**

Susan Hurst  
Melissa Jackson, Clerk of the Board  
Lucy McCandlish  
James Pritchett  
Rosemary Sullivan  
Deborah Whitten-Williams

\*\*\* = Action Items



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currently under consideration to lengthen the duration of an ECO and create a minimum TDO hospitalization period of 24 hours. Adkins discussed the potential significant impact to emergency services staffing and law enforcement. Adkins noted NRVCS is a beta test site for the bed registry.

Susan Hurst presented the Human Resources report. NRVCS recently received medical insurance rate information for the next fiscal year and there was no rate increase.

**\*\*\*Executive Committee Report:**

Chair, Robert Hiss presented the Executive Committee Report. The committee discussed the revised Strategic plan which was distributed in member packets. Hiss noted the agency's leadership team reviewed the five-year strategic plan established by Susan Baker and priorities were set based on current issues impacting the agency, clients and staff. Several elements within the plan were combined and Hiss noted several interagency groups were already working on particular elements. The revised plan prioritizes goals for the next two years and assigns responsibility of those priorities to specific staff members. Anne Giles moved to approve the revised strategic plan as presented. Mary Biggs seconded the motion. After a brief period of discussion, the motion was unanimously approved.

Hiss reported on the issue of pharmacy services. An Invitation to Bid has been released. Two national companies have expressed interest in bidding, as well as, two local pharmacies. The official due date for proposals is 3/10/14. Once bids are received, an internal review committee will be formed and a presentation from the chosen bidder will be made to the Board. Hiss noted the agency attorney reports there are not significant issues related to operating a for-profit service within this not for-profit agency. Hiss also presented information on tax exemption, which is potentially an issue. A pharmacy provider may have to pay property taxes depending on Montgomery County and Blacksburg Town regulations. FASS Director, Deborah Whitten-Williams noted Mountain Empire has taken action to approve renting a portion of space at NRVCS for pharmacy services.

Hiss presented an update on the Mindlinc/Accumedic situation. Board members received in their packets a draft letter of support from the Board promoting issue resolution prior to the end of the fiscal year. However, the agency attorney feels additional information should be included in the letter. The agency has been withholding final payment due to the unresolved issues and the attorney recommends making a partial payment in conjunction with a letter detailing the negative financial impact caused by the unresolved issues. A partial payment should also help ensure continued customer service support with billing. Deborah Whitten-Williams noted she and interim Executive Director, Rosemary Sullivan, will work on a revised letter. The Board will be updated at the March meeting.

Hiss noted Board members received in their packets an updated human rights policy. The policy was updated to add Title VI language as a direct result of requirements specific to the operation of Radford Transit. There being no further discussion, Anne Giles moved to approve the policy change as noted. Trish Muldoon seconded the motion which was unanimously approved.

Hiss reported the executive committee discussed the January financial report and Board members received copies of the report in their meeting packets. Hiss invited Deborah Whitten-Williams to provide details on the report. Whitten-Williams noted the agency continues to operate within current actual revenues. Whitten-Williams provided board members with an additional handout outlining information on the fee revenue deficit and noted the deficit continues to grow due primarily to the new billing software issues and Medicaid administrative delays. Whitten-Williams also noted that program/service changes after the beginning of the fiscal year will likely create a year-end shortfall of over \$900k when compared to the original budget plan. Whitten-Williams reminded board members that budget revision work is currently underway and will address the shortfall – this plan will be presented at the March meeting. Rosemary Sullivan noted budget revision work will include review of everything including programs that are not generating needed revenue, potential cuts that will not impact staff, etc. Reviewing all areas for potential savings will be a priority.

Hiss discussed current openings in board membership and noted members received a copy of Board By-laws in their meeting packets. At this time, Montgomery County representative Anne Giles offered her letter of resignation and thanked members for her positive experience. Hiss noted there is one vacancy for Floyd, one for Radford, and two for Montgomery. Hiss discussed recent meet

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ings between Rosemary Sullivan and county administrators, noting various issues administrators face when trying to fill vacancies. The committee discussed some of those issues, including the number of appointments per locality, meeting times, meeting locations, and member terms. Hiss noted the board has not historically made decisions based on jurisdiction and the committee suggests changing membership requirements to two members per jurisdiction. After a period of discussion, Board members were asked to solicit feedback from their local governments on the suggestion of two representatives per locality. Board members were also asked to consider meeting times, meeting locations, committee structure and other potential Board By-Law amendments in preparation for action a the upcoming Board Retreat.

Hiss reported the Executive Committee wants to finalize a date for a Board Retreat. Board members were asked to reserve April 26, 2014 and consider format and times for retreat planning. The Retreat will be held at the Water's Edge facility at Claytor Lake. Board members were also asked to consider combining the regular April Board meeting with the Retreat.

**Executive Director's Report:**

Interim Executive Director, Rosemary Sullivan, presented her report. Sullivan discussed the work session on the topic of Mountain Empire which was held prior to the meeting. Sullivan asked members for feedback and/or questions. Several members offered positive remarks on the content of the work session and the new format of the board meeting. Sullivan asked members to submit ideas for the March workgroup session and the group agreed to a session on the topic of the integrated care needs assessment.

**Board Member Comments:**

None.

**Chairman's Report:**

Chair Robert Hiss did not offer a report.

**Adjournment:**

There being no further business, Mary Biggs moved to adjourn the meeting at 8:33 p.m. Sheila Roop seconded the motion which was unanimously approved.

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

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Melissa Jackson, Clerk of the Board