

Board Meeting Minutes

March 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 7:01 p.m. Roll call was read by Melissa Jackson, Clerk of the Board.

*****Minutes:**

Board members received in their packets the minutes from the February 27, 2014 Board meeting. Scarlet Ratcliffe moved that the minutes be approved as distributed. Bob Nicholson 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. The application to implement a drug court in Pulaski has been approved by the state supreme court. Pritchett reported on various grant applications. A federal grant application was submitted last week to fund the drug court through the Bureau of Justice Assistance. If successful, funding will be for 3 years. Pritchett reported a pilot drug court will be implemented in July even if the grant is not approved. An application was submitted last week for a drug-free committees grant for Montgomery County to fund a substance abuse coalition. The agency has operated a similar program in Pulaski for the last 10 years. An application was submitted last week for a Re-entry Program grant for the entire New River Valley through the Bureau of Justice Assistance. If the application is successful, funding will be for 2 years. Plans are underway to apply for a jail diversion grant around Montgomery County. Plans are also underway to apply for a prevention grant to continue the Strengthening Families program. The Strengthening Families program serves families in all 5 jurisdictions and has been very successful.

Lucy McCandlish presented the Adult & Family Services report. McCandlish reported the ARHS unit recently changed its name back to Adult and Family Services (AFS). A new group home opening in Christiansburg was recently approved for 5 residents and plans are underway to move people in. McCandlish reported on training center census: to date, 1 individual is at Central and 27 are at Southwestern. Since the beginning of the process, 9 NRVCS clients have discharged, 2 have deceased and there has been 1 admission. McCandlish noted the subject of discharges is a sensitive topic for everyone involved and, as reported by local news, there has been a great deal of resistance. Discharge planning can be difficult because individuals are settled in training centers and are often resistant to change. However, people are becoming more comfortable with the process and there are success stories. For this region, the target date to close Southwestern is 2018. AFS has received funding to expand the REACH program to serve children and adolescents via community based programs.

Melanie Adkins presented the Emergency Services report. Board members received a handout summarizing current code vs. proposed code changes in the following areas: ECOs, CSB notification, bed placement, state facility notification, psych bed registry, sunset clause, and TDO period prior to hearing. Adkins noted board members will be updated as code changes are finalized.

*** = Action Items

Agenda Action Items

Minutes - Feb. 27, 2014

Approved

Budget Revision

Approved

Members Present:

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

Members Absent:

Jimmy Duncan

Others Present:

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



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Deborah Whitten-Williams presented the FASS report. An update was offered on recent software issues. Administration worked with Chair, Robert Hiss, to develop a plan of action on partial payment, as previously discussed. Whitten-Williams reported the agency will be sending the first batch of self pay bills since implementation this week. The software vendor has also given the agency a means to fix the issue of billing multiple services and the IT Department is testing the fix now. Whitten-Williams noted a large amount of money is tied to that fix. That fix, along with self pay billing, were the two issues the vendor was asked to fix prior to final payment. Whitten-Williams discussed the reserve fund. The reserve fund was established a few years ago and is considered a best practice, “rainy day” fund. The agency builds the fund as possible, but it is not used to cover a year-end deficit. Administration monitors and closely manages the annual budget and, even in this challenging year, using the reserve fund is not expected. Whitten-Williams reported the agency makes conscious, planned decisions to use the reserve fund from time to time, noting it was used in 2007 to purchase new vehicles and again in 2013 to purchase the new EHR. The auditors are now recommending a reserve fund equal to 15% of the annual budget; and the agency is approximately 4.3 million short of that target at this time. Whitten-Williams noted the budget revision will be discussed later in the meeting.

Susan Hurst presented the Human Resources report. Hurst reported new employees participate in a 2-day, new hire orientation twice each month during which they complete paperwork and receive required trainings. As of April 1st, new hire orientation is being expanded to 3 days and will include an introductory training on Mindline by Super-Users, along with CPR and First Aid training.

*****Executive Committee Report:**

Chair, Robert Hiss presented the Executive Committee Report. Board members received in their packets the Return on Investment (ROI) report. The report was produced by Mike Wade as a marketing tool to present to local governments and key stakeholders the many benefits of NRVCS including numbers of consumers served; number of employees hired per jurisdiction; and the basic outcomes of certain programs/services. Crisis services were the primary service focus of this ROI report. Interim Executive Director, Rosemary Sullivan, reported the agency plans to continue to produce an ROI report at least annually.

Hiss invited Deborah Whitten-Williams to report on the pharmacy bid process. Four bids were received and a panel of employees interviewed all 4, two national companies and two local companies. Whitten-Williams reported the panel utilized a clear, well organized scoring system for the interviews and ranking among the bidders was both clear and unanimous. The successful bidder will be notified on April 4th and will be asked to make a presentation to the Board at the May meeting. After a contract is signed, implementation will take place within 4 to 6 months.

Hiss discussed the Board Retreat which is scheduled for April 26th from 9 a.m. – 2 p.m. at Claytor Lake’s Water’s Edge Meeting Facility. The tentative agenda was included in Board member packets. The committee recommends the April Board meeting take place at 9 a.m., prior to the Retreat and will primarily consist of appointing a committee to nominate a slate of board officers. Scarlett Ratcliffe reported she will be unable to attend the retreat.

Board members received in their packets the February financial statement and budget revision with an explanation of changes to the original budget. Hiss invited Deborah Whitten-Williams to summarize the revision. Whitten-Williams reported the Admin team knew a budget revision would be necessary given the challenges faced with the new software. The team went through an extensive analysis and planning process and successfully revised the budget. Whitten-Williams noted the team lacked its normal financial reporting tools, but with the team’s experience the revision was accomplished. Whitten-Williams reported \$997k in fee revenue will not be collected this year resulting from software issues and some over-projection. However, the team is comfortable with the fee revenue in the revision. The agency has also received some additional funding and will implement an intense program around billing and collections the last quarter of the year. Staff members are focused and the Admin team is confident the goals can be reached. There being no further discussion, Scarlett Ratcliffe moved to accept the budget revision as distributed. Trish Muldoon seconded the motion which was unanimously approved. Chair Robert Hiss expressed thanks to agency staff for their hard work and budget revision efforts.

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Hiss reported the executive committee discussed Board membership and by-laws. The committee has no recommendations at this time, but Board members are asked to consider by-law revisions, prior to the April Board retreat, to include meeting times, meeting format, membership, committees, and attendance. Mary Biggs reported membership was discussed at the Montgomery County Board of Supervisors meeting on March 26th and a decision was made to support no change in member composition. Robert Hiss reported Pulaski County supports a change to a Board comprised of equal representation among localities. Hiss reported the Executive Committee will seek a legal guidance regarding authority of by-law revision prior to the retreat.

Hiss reported the executive committee discussed public relations and expectations around board member's contact and/or communication with the media. Hiss noted a special report on mental health will be aired by Channel 7 on 3/31/14 at 7:00 p.m. Mike Wade and other agency staff members were interviewed, but the direction of the report is unclear. If a response is warranted, one will be issued by Wade or Hiss. Hiss reminded Board members that media inquiries may be deferred to Mike Wade or Rosemary Sullivan any time. Rosemary Sullivan noted the Inspector General's report on the Rockbridge incident will be coming out soon and it is likely to receive a great deal of media attention, so Board members should be prepared.

Executive Director's Report:

Interim Executive Director, Rosemary Sullivan, presented her report. Board members received a new Board Member Roster via handout. Sullivan reported Floyd County has appointed a new Board member, Mr. Jimmy Duncan. Sullivan discussed the pre-meeting work session, a presentation of the results of the integrated health care needs assessment presented by Mary Beth Dunkenberg and Suzanne Lo of Virginia Tech's Institute of Policy and Governance. Sullivan asked members for feedback on the presentation. Mary Biggs noted an integrated system reflects a holistic approach and makes sense. In response to a question from Trish Muldoon, Rosemary Sullivan reported 7 the of 9 initial programs in Virginia failed due to problems around funding and billing, as well as, coordination/collaboration issues among stakeholders. Bob Nicholson discussed the rural culture in the New River Valley and local funding challenges. Rosemary Sullivan noted there may be some aspects of integrated care that can be quickly implemented. Sullivan discussed different models of integrated care, including models already in place with children's providers and models in place in other areas of the state.

Board Member Comments:

Scarlett Ratcliffe offered praise for the agency newsletter. Mary Biggs offered praise for the new meeting format, meeting productivity, and new program report format. Bob Nicholson and Trish Muldoon also offered praise for the new meeting format.

Chairman's Report:

Chair Robert Hiss offered his report. As previously discussed, Floyd County has appointed a new member, Jimmy Duncan, and Hiss offered thanks to Joe Turman for his assistance in the appointment process.

Adjournment:

There being no further business, Becky Hubble moved to adjourn the meeting at 8:15 p.m. Scarlett Ratcliffe seconded the motion which was unanimously approved.

Minutes approved on _____

Melissa Jackson, Clerk of the Board