

# Board Meeting Minutes

October 30, 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 Sally McCarthy at 7:00 p.m. McCarthy welcomed new member, Bob Sisk, of Pulaski County. Member Mary Biggs reported Montgomery County plans to appoint a new board member on Monday 11/3/14. Roll call was read by Melissa Jackson, Clerk of the Board

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

Board members received in their packets the minutes from the September 25, 2014 Board meeting. Vicky Collins moved that the minutes be approved as distributed. Mary Biggs seconded the motion, which was approved unanimously.

### **Recognition of Guests:**

None.

### **Public Comment:**

None.

### **Program Reports:**

James Pritchett, CFS Assistant Director, presented the Crisis and Family Services report. Pritchett discussed federal grant funds received by the state. Three school systems in the state, Fairfax, Montgomery County, and Pulaski County, were selected to pilot Project Aware using the funding. Project Aware will help faculty and staff learn more about and respond to mental health issues for school kids. NRVCS will work with the schools in the NRV area to apply for those funds and will hire two project managers to work with school administrators on the project. Pritchett noted all the localities in the NRVCS catchment area will likely benefit from lessons learned during the course of the project. Implementation will begin in January, 2015 and the grant funding will be in place for 5 years.

Lucy McCandlish, AFS Director, presented the Adult & Family Services report. McCandlish reported there has been an increase in private providers offering MH and Waiver services in the area. Creative Family Solutions was bought out by a national company, Rescare. Another private provider is advertising in the area, but is not licensed yet. McCandlish noted we currently pay direct care providers a higher salary than private providers, but as competition increases it may become harder to fill those positions, especially overnight staff. McCandlish reported CSBs provide oversight to private providers, and as a result of the DOJ settlement, that oversight is being highly scrutinized. McCandlish discussed the new waiver redesign and reported there are financial incentives for locations that provide residential homes to 3 or less individuals. NRVCS may also be required to adopt a new and more expensive behavior response program. These are some of the factors that will drive decisions on whether the agency can continue those services.

Melanie Adkins presented the Emergency Services report. In July 2014, DBHDS issued new reporting requirements for CSBs around Emergency Services and challenges in the ES process. Atkins presented incidents and events that are collected and reported on a monthly basis as a results of those new requirements and provided members with a detailed handout.

\*\*\* = Action Items

### **Agenda Action Items**

#### **Minutes - Sept. 25, 2014**

*Approved*

#### **Email Retention Policy**

*Approved*

### **Members Present:**

Chair, Sally McCarthy  
Vice-Chair, Bob Nicholson  
Mary Biggs  
Vicky Collins  
Jimmy Duncan  
Trish Muldoon  
Scarlet Ratcliffe  
Sheila Roop  
Bob Sisk  
Joe Young

### **Members Absent:**

Lynn Chenault, with notice  
Joe Turman, with notice

### **Others Present:**

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



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Deborah Whitten-Williams, FASS Director, presented the FASS report. Whitten-Williams summarized the monthly budget report which was included in board member packets for the meeting. The agency is below revenue budget; primarily in fee revenue. There is a delay in payment from the state in REACH funding and the agency continues to have a few issues with the new billing software. Whitten-Williams reminded board members that last year's target was met and exceeded. The same result is expected this year. There has been more turnover than expected, causing some delays in planned expansion. But it is early in the fiscal year. Expenses are staying within revenue. A decision on raises will be made at the December Board meeting.

Susan Hurst, Human Resources Assistant Director, presented the Human Resources report. Hurst discussed a class/comp study. As part of the strategic plan focused on retaining employees and hiring quality employees, the agency needs to ensure salaries are competitive in this area. Therefore, Human Resources will start a class comp study. Hurst noted the last study was done 9 years ago by an external contractor. This study will be performed internally and will consider local and regional salaries and benefits in key positions as identified by HR and supervisors. The board will be updated as the study progresses.

Heather Rupe, Quality Assurance Administrator, discussed dashboard measures. As part of the performance contract, the dashboard will be discussed quarterly with board members. Rupe distributed a copy of the dashboard report and summarized the 22 measures within. Rupe also distributed the Exhibit B Report and the four measures within.

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

Chair Sally McCarthy presented the Executive Committee Report. Board members received in their packets the draft Conflict of Interest policy along with clarification on Article 5; #c from the agency attorney.

There being no further discussion on the Conflict of Interest policy, McCarthy discussed FOIA regulations and follow up from last month's work session training. McCarthy invited Interim Executive Director, Rosemary Sullivan, to offer comment on the FOIA/Conflict of Interest graph included in meeting packets. Sullivan explained the left side of the graph lists requirements and the right side of the graph described the actions to be taken by the agency to meet those requirements.

McCarthy reported the Executive Committee discussed a draft Email Retention Policy and members received a copy of the policy in their meeting packets. There being no further discussion, Vicky Collins moved to approve the policy as presented. Mary Biggs seconded the motion which was unanimously approved.

McCarthy announced copies of the Code of VA Chapters on Conflict of Interest and FOIA are required to be provided to each board member per the Performance Contract. The two documents were included in meeting packets. Rosemary Sullivan noted the agency attorney has been asked to provide further guidance on the disclosure of personal interests and the topic will be discussed further at the December meeting.

McCarthy offered an update on the Holiday Inn expansion project. The owners have submitted their plans to the town. Agency administration is working cooperatively with the owners and they have expressed sensitivity to agency parking needs during the construction phase. Alternate parking options are being considered along with a stop light and crosswalk. The agency attorney is carefully reviewing proposed changes to the easement.

McCarthy announced the Pharmacy contract has been signed and construction is slated to begin.

McCarthy reported on State Budget Cuts as discussed at the Executive Committee meeting. A copy of a memo outlining cuts was included in meeting packets. DBHDS will be absorbing these cuts, not CSBs. NRVCS also received no new funding.

\*\*\* = Action Items

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NEW RIVER VALLEY COMMUNITY SERVICES

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## **Executive Director's Report:**

Interim Executive Director, Rosemary Sullivan, presented the Executive Director's report. Sullivan discussed the work session training topic, the Quality Improvement Plan, which is part of the performance contract. Admin is excited to have a plan in place once again and will continue to review and present information from the plan to the Board. Sullivan also discussed the Internal Auditor's report portion of the work session training and encouraged members to ask questions as necessary.

Sullivan reported on the recent Substance Abuse Legislative Breakfast. Several board members attend the breakfast and offered positive feedback. Sullivan reported plans are underway for a second meeting.

Sullivan discussed a summary of the Final Integrated Healthcare Report that was included in meeting packets. Sullivan shared actions that have been taken as a result of the report. The agency is working with the Pulaski Free Clinic to locate a counselor there and work collaboratively to provide medical treatment to clients. A Continuity Clinic with Lewis Gale is being considered. NRVCS is contracting with Carilion for doctors and working with NRV Pediatrics to provide onsite services. There is still a goal to have medical services staff on site at NRVCS and VCOM may be an option for reaching that goal.

## **Board Member Comments:**

None.

## **Chairman's Report:**

None.

**Adjournment:** There being no further business, Mary Biggs moved to adjourn the meeting at 8:10 p.m. Trish Muldoon seconded the motion which was unanimously approved.

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

\_\_\_\_\_  
Melissa Jackson, Clerk of the Board

\*\*\* = Action Items

## **Board Member Terms**

<b><u>Name:</u></b>	<b><u>Representing:</u></b>	<b><u>Term Ends:</u></b>
Mary Biggs	Montgomery	6/30/15 (1st)
Lynn Chenault	Pulaski	6/30/17 (1st)
Vicky Collins	Radford	6/30/17 (1st)
Jimmy Duncan	Floyd	6/30/17 (1st)
Sally McCarthy	Pulaski	6/30/15 (3rd)
Trish Muldoon	Giles	6/30/17 (3rd)
Bob Nicholson	Radford	6/30/16 (3rd)
Scarlet Ratcliffe	Giles	6/30/17 (3rd)
Sheila Roop	Montgomery	6/30/16 (1st)
Bob Sisk	Pulaski	6/30/17 (1st)
Joe Turman	Floyd	6/30/15 ( <i>Unexpired term of B. Gardner</i> )
Joe Young	Montgomery	6/30/17 (1st)
Vacant	Montgomery	