

# Board Meeting Minutes

March 26, 2015



NEW RIVER VALLEY COMMUNITY SERVICES

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

## Agenda Action Items

**Minutes - Feb. 26, 2015**

*Approved*

### Call to Order:

The meeting was called to order by Chair Sally McCarthy at 6:34 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 26, 2015 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 presented the Crisis and Family Services report. Pritchett updated the Board on activities over the last week including crisis support related to a local child that was reported missing last Sunday and found deceased today. Staff have provided support at the child's school all week and assisted in planning a vigil. Staff will attend a faculty meeting today, offer debriefings in the community and provide support at the Pulaski Clinic by accepting walk-in appointments as necessary. The agency is also providing support related to a train accident in Elliston. Staff have provided support at the school of one victim and will perform debriefings with first responders. Pritchett concluded by discussing the agency's overall crisis response program and noted Melanie Adkins will be unable to provide the Emergency Services report as planned due to her involvement with this week's crisis response activities.

Lucy McCandlish presented the Adult and Family Services report. McCandlish discussed Day Support relocation needs and plans. With the changes coming in Waiver, the Day Support Waiver will be much more individualized. The agency is planning for that by breaking down large programs. Negotiations have begun with a new benefactor to develop new space located close to the NRV Mall. AFS is also considering operating a program out of Giles County in the near future to address the large number of individuals discharging from the Training Center.

Susan Hurst presented the Human Resources report. Hurst presented a health insurance update. The agency received a quote for the renewal of medical insurance and for the second year in the row, there is no rate increase. Hurst reported more people are using wellness programs, there was a decrease in major surgeries and an increase in EAP use. A telemedicine service called Life Health is being added. Life Health features a downloadable app which allows registered users to access a doctor online for the same co-pay as a regular PCP visit. Non-covered family members can use Life Health for fee of \$49.

Heather Rupe presented the Quality Assurance report. Rupe discussed the Quarterly Quality Report included in meeting packets last month. The QMB has been reviewing the Dashboard every month; working hard to ensure data is accurate and making improvements as necessary. Results overall are better, especially in SA now that IOP measures are included. A state-wide committee has been formed to look at outcomes measures. The agency has done really well on Exhibit B measures and rates have been met on ES measures. Survey results are being studied as well. Rosemary noted Rupe will attend Board meetings every quarter with updates.

\*\*\* = Action Items

### **Members Present:**

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

### **Members Absent:**

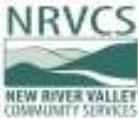
Lynn Chenault with notice  
Joe Turman, with notice

### **Others Present:**

Melanie Atkins  
Susan Hurst  
Melissa Jackson, Clerk of the Board  
Lucy McCandlish  
Scott McGee  
James Pritchett  
Heather Rupe  
Rosemary Sullivan

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## **Executive Committee Report:**

Chair Sally McCarthy presented the Executive Committee (EC) report. Members received the following documentation in their meeting packets: a copy of an email from Corbin Stone, the external auditor, to Sally McCarthy and Bob Nicholson requesting a meeting; McCarthy's letter back to Stone; Stone's final response; and a copy of the full audit report. The EC is presenting this information to allow members another opportunity to ask questions or voice concerns. In response to a question from a member, McCarthy confirmed the agency did receive an invoice for extra charges and that invoice was not paid as agreed by the Board at the February meeting. There being no further question or comments, McCarthy noted there are no plans to discuss the audit again.

McCarthy offered a status report on external and state audit findings specific to financial reporting and allowance for doubtful accounts. McCarthy invited NRVCS staff member Scott McGee, MBA, CPA, to address the findings and the agency's executed corrective action plan. McGee reported there is a documented review of monthly financial statements made to the Board. Once statements are prepared, they are routed to the Accounting Manager, the Internal Auditor and the FASS Director for review. There is also a hard close in AR each month in response to inconsistent Accumedic reporting.

McCarthy reported on the Holiday Inn project. Attorneys are reviewing both the signal and property easements before necessary signatures are obtained. These easements are intertwined. Once signed, work is expected to begin. It has been reported that no reservations will be taken past March which indicates the work should begin soon.

Members received by handout a copy of the letter sent to MindLinc and McCarthy provided an update. MindLinc has received the letter and is working on a response. In response to a question from a Board member, Rosemary Sullivan described the method used to determine the total loss amount referenced in the letter. Sullivan reported a response has been requested by April 2. Sullivan credited the agency's Information Systems staff for keeping things going throughout the challenges experienced by use of the MindLinc software.

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

Interim Executive Director, Rosemary Sullivan, presented her report. Sullivan invited board members to ask questions and offer feedback on the work session training topic related to the Early Intervention and Preschool/Headstart programs. Sullivan acknowledged speaker Susan Lindsey's tireless efforts over the last 20 years. There will be more programs presented later in the year. Next month's work session training topic is "Meet our Program Coordinators".

Board members received in their packets the February Budget Report. Sullivan invited board members to ask questions and offer feedback on the report. Sullivan summarized the report by noting struggles with SPO on the fee revenue side. Part of the struggle is related to services performed in schools and inclement weather closings in 2015. Other revenues identified will be coming in. In spite of fee revenue struggles, the agency has been saving on expenses and there is still a surplus of funds. A surplus is anticipated for the end of the fiscal year and is earmarked as down payment for a new EHR system.

Board members received in their meeting packets a copy of the Strategic Plan with documented updates, as information. The original 5-year plan was modified and is now in year 2. Text in red reflects progress made toward objectives. As things progress, the plan will be reviewed in depth with the Board. Sullivan noted the following plan highlights: new property is being considered for the Pulaski Clinic; as mentioned by Lucy McCandlish, three programs may move out of MC and into new space near the NRV Mall. Board members received by handout a new organizational chart. The chart will be distributed again next month when Coordinators present at the work session training.

## **Board Member Comments:**

Trish Muldoon offered positive comments regarding the agency's crisis support efforts in the community. Muldoon expressed words of appreciation and support for agency staff members.

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## **Chairman's Report:**

None.

**Adjournment:** There being no further business, Joe Young moved to adjourn the meeting at 7:30 p.m. Trish Muldoon seconded the motion which was unanimously approved.

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

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

## **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)                                   |
| Susan Richardson    | Montgomery                  | 6/30/16 ( <i>Unexpired term of A. Giles</i> )   |
| 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)                                   |