

Board Meeting Minutes

April 28, 2016



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 Joe Young at 7:00 p.m. Young welcomed attendees and roll call was read by Melissa Jackson, Clerk of the Board.

*****Minutes:**

Board members received in their packets the minutes from the March 24, 2016 Board meeting. Mary Biggs moved to approve the minutes as distributed. Vicky Collins seconded the motion, which was approved unanimously.

Recognition of Guests:

None.

Public Comment:

None.

*****Program Reports:**

Crisis and Family Services Director, James Pritchett, presented the CFS report. Seven CFS staff members, along with 22 members of local law enforcement, participated in a CIT conference this week. In comparison to other areas in the state, the agency's CIT program is very cutting edge and collaboration with law enforcement is strong which significantly benefits community members. Pritchett reported on the drug court program. Three drug courts have been started in the counties of Floyd, Pulaski, and Giles and efforts are underway to start a drug court in Montgomery County. Pritchett discussed a recent steering committee meeting for the Pulaski drug court and it was noted the program has saved the county in excess of \$170k over the last year. Pritchett discussed CFS efforts around the CCBHC grant. Psychiatric providers are working on a just in time scheduling program to cut down on no show rates, increase access to providers and reduce waiting lists. Outpatient is working on a same day access program to get people into services more quickly. Pritchett reported on today's training on the medication assistance treatment model. The training was lead by Dr. Cooke and was well attended with agency staff, Judge Long and local parole officers present. The goal of the training was to bring awareness to the benefits of the program when it is used appropriately and well monitored. Pritchett noted there is a need to educate stakeholders and the community about successful medication assisted treatment.

Adult and Family Services Director, Lucy McCandlish, presented the AFS report. McCandlish discussed recent facility upgrades. New floors have been installed in various sites. A new ramp was installed at Hopkins. AFS staff successfully helped individuals stay in hotels overnight while floors were being installed. McCandlish provided an update on Waiver redesign. Meetings have been held with private providers and people that will come to the agency for case management are being identified. People are being converted to community based day programs and that is going well. Meetings are also being held with individual families for the purpose of education and support. McCandlish provided an update on Elmtree. There are two opposing ideas about the structure and future of Elmtree, one from the DOJ and one from HUD. McCandlish is confident the conflict will be worked out, but it may be a slow process.

Financial and Support Services Director, Deborah Whitten-Williams, presented the March budget report, which was included in meeting packets. Williams noted the fiscal year is winding down and results are under target on fee revenue. However; traditionally, the agency experi-

Agenda Action Items

Minutes - Mar 24, 2016

Approved

March Budget Report

Accepted

VRS Proposal

Approved

Members Present:

Anthony Akers
Mary Biggs
Lynn Chenault
Vicky Collins
Trish Muldoon
Bob Nicholson
Susan Richardson
Bob Sisk
Joe Turman
Joe Young, Chair

Members Absent:

Jimmy Duncan, with notice
Scarlet Rateliffe, with notice
Sheila Roop, with notice

Others Present:

Susan Hurst
Melissa Jackson, Clerk of the Board
Lucy McCandlish
James Pritchett
Heather Rupe
Rosemary Sullivan
Chip Tarbutton
Mike Wade
Deborah Whitten-Williams

Board Meeting Minutes

April 28, 2016



NEW RIVER VALLEY COMMUNITY SERVICES

Continued from page 1:

ences a very good 4th quarter. For March, fee revenue was \$200k over target so Williams is hopeful the deficit will be made up. There being no further discussion, Lynn Chenault moved to accept the report as presented. Mary Biggs seconded the motion which was unanimously approved.

Human Resources Director, Susan Hurst, presented the HR report. Hurst discussed the VRS resolution. For the past 6-8 years, VRS has let employers decide between two different rates, the certified rate and the alternate rate. Hurst explained the certified rate has traditionally been lower than the alternate rate. The agency has been using the higher, alternate rate for many years as a precaution to ensure adequate funds are in place. Hurst noted there are many staff members who will be retiring soon and explained the benefit of continuing with the alternate rate. There being no further discussion, Vicky Collins moved to approve the proposal to use the alternate rate. Trish Muldoon seconded the motion which was unanimously approved.

Quality Assurance Administrator, Heather Rupe, presented the Q2 quarterly quality report which was previously distributed to members. Rupe also distributed by handout the Q3 report. Rupe discussed highlights of the report and agency report card results. Rupe discussed the areas of improvement noted in the consumer survey and highlighted positive service response times.

Executive Committee Report:

Joe Young, Chair, presented the Executive Committee (EC) report. Board members received in their meeting packets, an update to the agency's strategic plan. Young noted the update is an interim report and the strategic plan continues through 2017, at which time the outcomes will be evaluated. Board members were invited to provide comment and ask questions about the update. Young noted the EC's desire to add a measurement for board advocacy/participation on the next new strategic plan. Interim Executive Director, Rosemary Sullivan, answered a few questions from board members around staff training and development efforts.

Young discussed the recently completed Class Compensation Study. The project lasted 9 months and feedback from staff has been primarily positive. One significant benefit of the study is that the boost in salary, along with sign-on bonuses, has provided the ability to fill ES positions. Rosemary Sullivan noted there were a few staff members who were not pleased, but most were very grateful and Sullivan thanked board members for their support of the study on behalf of the Executive Leadership Team.

Executive Director's Report:

Interim Executive Director, Rosemary Sullivan, discussed the work session training topics on the MindLinc and Credible electronic health record systems and Mental Health Awareness month activities planned by the agency for May 2016. Sullivan invited members to offer comment and ask questions. Several members offered praise for the presentation on Mental Health Awareness month activities, noting presenter Mike Wade's mastery of social media tools for promoting the agency and mental health awareness.

Sullivan also provided an update on agency facilities. The costs associated with the proposed Central Lumber location are above what the agency is comfortable spending. A renegotiation of the lease will be attempted. The agency is also considering another piece of property in the Radford area. In Pulaski, a potential site has been identified which is a little smaller than the current Pulaski Clinic.

Sullivan and board member Mary Biggs discussed the upcoming opening of CVS near the Montgomery Center. It does not appear there will be adequate parking space for that pharmacy and there is concern the lacking of parking there will add to existing parking lot congestion at the Montgomery Center.

Board Member Comments:

Lynn Chenault noted a recent article in a local magazine recognized one of the agency's psychiatrists with a second place award for "Best Bedside Manner". Rosemary Sullivan noted that article will be tracked down and that psychiatrist will be recognized in some way.

Chairman's Report:

None.

Board Meeting Minutes

April 28, 2016



NEW RIVER VALLEY COMMUNITY SERVICES

Continued from page 2:

Adjournment: There being no further business, Vicky Collins moved to adjourn the meeting at 7:46 p.m. Anthony Akers seconded the motion which was unanimously approved.

Minutes approved on 6/23/2016

Melissa Jackson, Clerk of the Board

Susan Hurst, Interim Clerk of Board

Name	Representing	Term Ends
Anthony Akers	Pulaski	6/30/18 (1st)
Mary Biggs	Montgomery	6/30/18 (2nd)
Lynn Chenault	Pulaski	6/30/17 (1st)
Vicky Collins	Radford	6/30/17 (1st)
Jimmy Duncan	Floyd	6/30/17 (1st)
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	6/30/18 (1st full term)
Joe Young	Montgomery	6/30/17 (1st)