

Board Meeting Minutes

May 18, 2017



NEW RIVER VALLEY COMMUNITY SERVICES

Questions or Comments? Please contact Cody Simpkins, Clerk of the Board, at 961-8421.

Call to Order:

The meeting was called to order by Chairman Joe Young at 7:0. Mr. Young welcomed attendees and roll call was read by Cody Simpkins, Clerk of the Board.

*****Minutes:**

Board members received in their packets the minutes from the April 27, 2017 board meeting. Vicky Collins moved to approve the minutes as distributed. Shelia Roop seconded the motion, which was unanimously approved.

Recognition of Guests:

None.

Public Comment:

None

*****Program Reports:**

Financial and Support Services: FASS Director, Deborah Whitten-Williams, presented the 2017 March budget report, a copy of which was included in the meeting packets. Looks good but still facing challenges in fee revenue. Reach waiver billing still being held up. Less likely that it will come in. The money should come in next year. Managing budget to stay within the revenue. Frozen positions, having vacancies. New funding is coming down from the state. Fiscal Agent Residential funds for private providers. It could be a significant amount of money.. We have charged an administrative fee. Vicky Collins moved to approve the April financial statement. Rob Gropman seconded the motion, which was unanimously approved. Ms. Whitten-Williams also presented the 2018 Fiscal Year Budget. Ms. Whitten Williams passed around the FY18 budget to all of the board members. Discussion and approval will happen at the next board meeting. We have been conservative about fee projections. There will be an increase in fees. Percentage of Medicaid clients has dropped around 8%. We continue to freeze positions. There are 44 vacant positions that will be staggered for the new year. There will be a 2% raise to staff in the new budget. Insurance increases will also affect the FY18 budget. Will have to ask local governments for an increase.

Crisis and Family Services: Executive Director, James Pritchett, no report.

Adult and Family Services: AFS Director, Lucy McCandlish, (James Pritchett)- presented CCC+ updates.

Human Resources: HR Director, Susan Hurst, no report.

Emergency Services: ES Program Coordinator, Melanie Adkins, no report.

Quality Assurances: Leslie presented QA report. The dashboard measures have been consistent. The state is going to change outcome measures on July 1st. There are meetings to figure out outcome measures and how to implement those into our system. Looking at more integrated care with those measures. We are preparing now for it. Performance Contract, doing well on annual reviews. We've never been given a standard to hit. Report Card—this quarter Leslie added a column. Added the summary of the third quarter and what it is YTD. We are improving. The first quarter we were still trying to collect the data so that has affected YTD averages. Have seen improvements every quarter. Staff have been doing a better job documented services. Human Rights Complaints—four complaints but all resolved. Staff complaints—all resolved in third quarter. Leslie then summarized comments from stakeholders in the quarter quality report. 1/3 surveys returned that we sent out and most of the comments were very positive. Consumer surveys were also very positive. Leslie read out loud the comments from the consumers.

Agenda Action Items

Minutes - April 27, 2017
Approved

April, Financial Report
Approved

Members Present:

Vicky Collins
Joe Young
Sheila Roop
Robert Sisk
Scarlett Ratcliff
Rob Gropman
Mary Biggs

Members Absent:

Anthony Akers, with notice
Trish Muldoon, with notice
Joe Turman with notice
Jimmy Duncan, with notice
Susan Richardson, with notice
Lynn Chenault, with notice

Others Present:

Deborah Whitten-Williams
James Pritchett
Leslie Sharp
Susan Hurst
Cody Simpkins, Clerk of Board



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Executive Director's Report: James Pritchett, Executive Director, began the report by about same day access. Final meeting with consultation this month. Encouraged staff to continue to meet to look at data and make adjustments. Has heard positive remarks from the community and stakeholders about SDA. It's important to continue to monitor and improve based on data.

James opened up the report asking for feedback on the work session on Fairview homes. Vicky Collins said, the last several years Radford has had many residents in Fairview. It's been a several year process to entice Floyd to be part of the process. The video shown tonight can show Floyd that they need to be involved. VACSB held meeting in May, exciting news but not new. Our agency is so ahead on the initiatives being pushed down from the state. We have plans and are training staff, we are ahead of the curve. Our board will receive 270,000k to do SDA. This will help offset to the investment we already have in place. The opioid grant money the state is awarded to our agency. This grant is based on need. May 30th will send staff to opioid meeting to figure out how the money will be coming to us and how it will be spent. Patti talked about managing spair beds in Fairview, this is a conversation in our region how to get people out of the hospital. The state has some money, and talked about how regions can decrease the strain at the state hospital, James will present in June to the region. Signed lease in Floyd for the Floyd Facility. Pulaski and Wades Building in Radford are moving along. Pulaski we should able to move in mid-summer. Preparing for FY18. staff have worked really hard to go through the proposed budget. Very cautious with expenses and projected revenue. How can the agency work as a team to speak the same language with making sure to speak the same language, paying attention to data, training put together with the directors. New management structure will be put into place and meet in June. Have been meeting with staff to go over organizational restructure to go over new programs and how to mange them. New ideas in exec committee, three new members will be added in July. Think about training needs for the board, how they give input, and what they would like to see in board meetings. James has been meeting with board members about these topics. Serious personell issue regarding allegations. They resigned on the spot. Agency is taking steps to make sure quality of services being served. If you hear things, contact James. Vicky Collins suggested having conversation and trainings at retreats with talking to the public about issues regarding NRVCS.

*****Executive Committee Report:** Mr. Young, Board Chair, provided the executive committee report. Mr. Young gave a status report on the . Nominating committee was Trish Muldoon, Susan Richardson. Recommendation, Bob Sisk will serve as chair. Mary Biggs, as a vice chair. That is the motion. Anthony Akers made a motion to accept the slate, Rob Gropman seconded the motion, which was unanimously approved.

Board Member Comments: Mary Biggs asked about if the agency is having trouble with staff retention. Susan Hurst said that we are average compared to CSB's. Mary Biggs talked about moving up within a company and pay. Leadership plan.

Chairman's Report: None

Adjournment: There being no further business, Mr. Young moved to adjourn the meeting at 7:21 p.m. Anthony Akers seconded the motion which was unanimously approved.

Minutes approved on _____

Cody Simpkins, Clerk of the Board

*** = Action Items

Board Meeting Minutes

May 18, 2017



NEW RIVER VALLEY COMMUNITY SERVICES

Continued from page 2:

Name	Montgomery	6/30/17 (1st)
Anthony Askers	Pulaski	6/30/17 (1st)
Mary Biggs	Radford	6/30/17 (3rd)
Lynn Chenault	Floyd	6/30/18 (1st)
Vicky Collins	Giles	6/30/17 (3rd)
Jimmy Duncan	Radford	6/30/18 (1st full term)
Trish Muldoon	Giles	6/30/18 (2nd)
Robert Gropman	Montgomery	6/30/17 (1st)
Scarlet Ratcliffe	Montgomery	6/30/17 (1st full term)
Susan Richardson	Pulaski	6/30/17 (1st)
Shelia Roop	Floyd	
Bob Sisk	Montgomery	
Joe Turman		
Joe Young		
	Term Ends	
	6/30/18 (1st)	
Representing	6/30/18 (2nd)	
Pulaski	6/30/17 (1st)	