

Board Meeting Minutes

August 24, 2017



NEW RIVER VALLEY COMMUNITY SERVICES

Questions or Comments? Please contact Joy Morrison, Clerk of the Board, at 961-8394.

Call to Order:

The meeting was called to order by Chair, Bob Sisk at 7:00 P.M. Mr. Sisk welcomed attendees and roll call was read by Joy Morrison, Clerk of the Board.

*****Minutes:**

Board members received in their packets the minutes from the June 22, 2017 board meeting. Rob Gropman moved to approve the minutes with a grammatical revision. Vicky Collins seconded the motion, which was unanimously approved.

Recognition of Guests:

None

Public Comment:

Mike Wade- Provided the board with an agency success story via video.

*****Program Reports:**

Financial and Support Services: Director, Deborah Whitten- Williams, presented 2017 June budget reports. For the June 2017 final year-end report, we used some of our reserve funds. This was due to Medicaid fees not being received, and some services not being started as quickly as hoped. We had carry-over funds, but these were from programs such as "Wounded Warriors" where NRVCS is the fiscal agent but does not receive revenue. Ms. Whitten- Williams advised that going forward we are training our managers on how to properly budget, and working on their accountability.

Ms. Whitten- Williams also presented the 2017 July budget report; a copy was provided in the meeting packets. Service fees are down; this is typical for July. Also in July, several annual one-time payments were due. Ms. Whitten- Williams stated that the budget is showing a positive trend. Joe Young made a motion to approve the July Budget report. Shelia Roop seconded the motion, which was unanimously approved.

Community Support Services: Director, Lucy McCandlish informed the board we are officially able to move toward converting Elmtree Group Home to an ICF facility. This program is cost neutral and gives the ability to shift costs to multiple programs for salaries. We will need to do a lot of construction under ICF and hope to have completed by April, 2018. The Reach program's new billing is working properly, and we are working with the Department of Medicaid to gather the owed fees from last year. Medicaid assures the money will be here this year. Ms. McCandlish also stated the budget is catching up with minor waiver issues. CCC+ has kicked off in other parts of the state. It appears to be working, although they are seeing some small issues with picking primary care providers.

Ms. McCandlish advised ESPDT is a different type of Medicaid for people under 21 years old. According to current federal requirements for Medicare, we have to bill in a certain order; Waivers are currently charged last which is typically children. ESPDT is going to affect children with severe medical issues. If these families don't convert, they will lose out on billing help. Ms. McCandlish advised this won't impact a lot of our customers, but there is potential.

Clinical Services: Director, Melanie Adkins, presented a general update on clinical services.

We are now in the second phase of Same Day Access. We have seen great success with this program. Same Day Access is reducing client no shows and helping staff productivity. Due to the increase in clients, we are working with other providers of same day access to streamline these services.

We are currently working on a peer support program for opiate addiction; this new program is being funded by a grant from SAMSA with the Department. We will be able to dispatch a peer to the ER when overdoses happen. We are currently hiring for this program, and have already hired two candidates.

*** = Action Items

Agenda Action Items

Minutes - June 22, 2017

Approved

Budget- July 2017

Approved

Policies Update-

Approved

Members Present:

Vicky Collins
Sheila Roop
Robert Sisk
Rob Gropman
Melissa Shaw
Susan Richardson
Jason Buckland
Anthony Akers
Mary Biggs
Sally McCarthy

Members Absent:

Joe Turman, with notice
Jenny McCoy, without notice

Others Present:

Deborah Whitten-Williams
James Pritchett
Melanie Adkins
Susan Hurst
Lucy McCandlish
Stacey Duncan
Mike Wade
Joy Morrison, Clerk of Board



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Clinical Services: Ms. Adkins advised that doctors throughout the country are being watched closely due to opiate addiction, and are promoting the use of the prescription monitoring program, which gives them the ability to see what medicines other doctors have given the clients. This program was privately developed but is being supported by the Board of Medicine. When doctors renew their licenses with the Board of Medicine, they are made aware of this system. Ms. Adkins advised we have three trouble areas: Giles, Radford and Pulaski. The Health Department is focusing on these regions and is working on strategies to help.

Human Resources: The turnover report was presented by Human Resources Program Developer, Stacey Duncan. She provided a copy for each member of the board during the meeting. The first page included a graph showing turnover information on salaried employees. Ms. Duncan advised that FY'17 turnover for salaried employees was 22%, which is comparable to other CSB's in our region. At the end of FY '15, an online option for exit interviews was implemented as another choice to the in-person exit interview. The online option helps accommodate busy schedules, and allows exiting employees more flexibility. Ms. Duncan advised the largest reason for turnover is relocation. This is typical given that NRVCS sits in between two universities. The median age at NRVCS is 29-34, with 70% of agency employees being female. Ms. Duncan was pleased to report salaried employees working as Clinicians in CFS showed a decrease in turnover when compared to FY '15. AFS Direct Care also showed an improvement over FY '15. Ms. Duncan advised there is an issue with retention for employees in Paraprofessionals and Case Manager' positions. Since the implementation of Class/Comp in Feb 2016, there has been a 6% reduction in turnover for salaried positions

Human Resources Director, Susan Hurst, provided an update on agency's personnel policies. The performance contract with the department requires 35 policies to be covered in our employee policy manual. Ms. Hurst provided a copy of the crosswalk of these 35 policies and advised this could be provided to auditors to show compliance. Four policy updates were provided in the board meeting packet; These four are Americans with Disabilities ACT, HIPAA, Immigration Reform, and Whistle Blower Protection. The two other policies will go out in next month's board meeting packet for review. Vicki Collins made the motion that these policies be approved for acceptance into the Agency's Personnel Policy Manual. Mary Biggs seconded the motion, which was unanimously approved.

Executive Director's Report: Executive Director, James Pritchett, began his report by asking for any questions on the budget presentation at the Work Session. He advised we are focused on working with the new Administrative team to understand the budget and productivity. We are getting positive feedback on the budget training, and the next budget training is scheduled for mid- September. Mr. Pritchett advised that a progress report for the 2013-2018 strategic plan has been created for review by the Executive Committee and the administrative team. This will be provided to the Board at the September board meeting. In preparation for the next Strategic Plan, Mike Wade and James Pritchett will create a survey to gather feedback and ideas from agency staff. This survey should be completed by late November.

Mr. Pritchett also provided an update on the NRVCS licensing renewal process. We are applying to renew our licenses to provide substance use and mental health services. We are currently being audited by our licensing specialists for compliance. We will formally apply for our licenses in around 45 days. We are working hard with staff on requirements and procedures needed for compliance in license renewal. We will know more about licensing close to the end of November.

Mr. Pritchett finished his report by updating the Board on the NRVCS Quarterly Quality Report for FY 2017. A copy was included in the board meeting packet for the fourth quarter. Next month Leslie Sharp will review this report and the agency's report card with the board.

*** = Action Items

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*****Executive Committee Report:** Board Chair, Robert Sisk, presented the Executive Committee report. It was concluded that in lieu of a board retreat, we use the Work Sessions for ice breakers and education. Mr. Sisk advised that bi-laws have been reviewed and appear to be accurate. Mr. Sisk asked for Board approval of the proposed Executive Committee membership. The proposed roster includes Joe Young, previous Board Chair, Robert Sisk, current Board Chair, Mary Biggs, Vice- Chair and Vicky Collins . Rob Gropman made a motion to approve the proposed Executive Committee membership. Anthony Akers seconded the motion, which was unanimously approved. Mr. Sisk informed the Board that James Pritchett and Mike Wade have created a New Board Member electronic survey which will be sent to board members in mid September. The purpose of the survey is to inquire as to whether the needs of board members are being met.

Mr. Sisk polled the board members as to their preference of receiving the monthly board meeting packets by mail or by e-mail. After discussion, a list of board members' preferences was noted.

Board Member Comments: Joe Young encouraged fellow members, if they haven't done so, to take the agency tour. Mr. Young recently took the tour and felt it was a great experience.

Chairman's Report: None

Adjournment: There being no further business, Mr. Sisk moved to adjourn the meeting at 8:19 p.m. Joe Young seconded the motion which was unanimously approved.

Minutes approved on 9/28/2017

Joy Morrison

Joy Morrison, Clerk of the Board



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Name	Representing	Term Ends
Mary Biggs	Montgomery	6/30/18 (2nd)
Anthony Akers	Pulaski	6/30/18 (1st)
Melissa Shaw	Floyd	6/30/2020 (1st)
Vicky Collins	Radford	6/30/2020 (2nd)
Jason Buckland	Giles	6/30/2020 (1st)
Sally McCarthy	Pulaski	6/30/2020 (1st)
Robert Gropman	Radford	6/30/18 (1st)
Susan Richardson	Montgomery	6/30/19 (1st)
Shelia Roop	Montgomery	6/30/19 (2nd)
Bob Sisk	Pulaski	6/30/2020 (2nd)
Joe Turman	Floyd	6/30/18 (1st)
Joe Young	Montgomery	6/30/2020 (2nd)
Jenny McCoy	Giles	6/30/2020 (1st)