



# Board of Directors Meeting Minutes

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

**MEETING DATE:** Thursday, December 7, 2017

## **MEMBERS PRESENT**

Bob Sisk, Mary Biggs, Vicky Collins, Susan Richardson, Anthony Akers, Rob Gropman

## **MEMBERS ABSENT**

Melissa Shaw (with notice), Joe Turman (with notice), Jason Buckland (with notice), Sheila Roop (with notice), Joe Young (with notice), Sally McCarthy (without notice)

## **AGENDA ACTION ITEMS\*\***

October 26, 2017 Minutes (Approved)

October Financial Report (Approved)

Annual Audit (Approved)

## **CALL TO ORDER**

The meeting was called to order by Chairman Bob Sisk at 6:46 p.m. Mr. Sisk welcomed attendees and roll call was read by Joy Morrison, Clerk of the Board.

## **MINUTES\*\***

Board members received minutes from the October 26 meeting in their packets. Rob Gropman moved to approve the minutes as presented, seconded by Vicky Collins. *(Unanimously approved)*

## **RECOGNITION OF GUESTS**

None

## **PUBLIC COMMENT**

None

## **PROGRAM REPORTS\*\***

**Financial and Administrative Support Services:** Director Deborah Whitten-Williams presented the October financial report (a copy of which was provided in the Board packet). She stated the October budget is very positive, and we received \$2.6 million in revenue. Mrs. Whitten-Williams indicated that working with supervisors to better understand their program's budget and also having supervisors report monthly on their budget has made a positive difference. Mrs. Whitten- Williams stated that we are scheduled to implement the budgeted 2% raise for employees, and the current cost savings in the personnel budget will begin to decrease after implementation of the raise. Board Member Rob Gropman inquired about the agency's ability to collect outstanding balances for rendered services and questioned if taking legal action would be appropriate. Mrs. Whitten- Williams advised that the agency works diligently to collect generated fees and assess every client's ability to pay. She further stated that we also have to provide some services to the indigent population since the agency receives special funding from DBHDS for this specific purpose. Board member Susan Richardson asked if the Board could



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receive a copy of the fee schedule for the agency. Executive Director James Pritchett indicated he will provide a copy at the next Board meeting. Mary Biggs moved to approve the October financial report. Susan Richardson seconded the motion. *(Unanimously approved)*

Mrs. Whitten-Williams advised that the Board would also need to approve the audit report provided by Brown, Edwards and Company. This information and a full overview of the audit was provided to the Board during the December work session. Vicky Collins moved to approve the audit. Mary Biggs seconded the motion. *(Unanimously approved)*

**Community Support Services:** Director Lucy McCandlish presented a general update on services and programs. She stated that the agency is working diligently to reduce hospitalizations for clients through internal strategies. She also indicated that the agency recently submitted a grant proposal that would allow for the transition of appropriately identified individuals from the state hospital to Fairview Home, the assisted living facility managed by NRVCS. Mrs. McCandlish reported that the Board will be informed at the next meeting if the grant proposal was approved.

Mrs. McCandlish also advised the agency is working diligently to recruit and fill open overnight positions within our residential programs. These positions are difficult to fill, but the agency is working to find new ways and strategies to hire and retain staff.

**Clinical Services:** No update provided.

**Human Resources:** Interim Human Resources Director Valanda Nelson introduced herself to the Board and gave an overview of her previous job history and experiences.

**Quality Assurance:** Quality Assurance Manager Leslie Sharp provided a summary of the quarterly agency report card, which members had received in their Board packets. Mrs. Sharp also reviewed the dashboard measures. She noted the agency has recently created subcommittees in data and training areas. The data subcommittee will help the agency focus on the required information that is submitted to DBHDS while exploring any discrepancies in data, while the training subcommittee will develop trainings to assist staff in documenting and capturing required information for state reporting.

Mrs. Sharp also shared with the Board the results of the first quarter report regarding Same Day Access, and she reported that the number of services had increased from 3000 units to 9000 units. She indicated that this type of increase is typical due to schools starting and college students returning to the area. She highlighted a couple of key areas on the report which included: explaining the low scores for specific programs with regards to their inability to meet the monthly productivity expectations; the large increase in the use of collaborative documentation; the met expectations regarding REACH and Emergency Services response times; and the ability to provide clients with a second appointment within 14 days after the initial intake.

## **EXECUTIVE COMMITTEE REPORT**

Board Chair Robert Sisk provided the report and began by advising the Board of the expectation from the Department of Behavioral Health and Developmental Services that each CSB request the required



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10% contribution from localities/local governments. Discussion primarily focused on the agency's need to increase local funding and the challenges associated with those requests, as each locality is struggling with budget constraints. Board members felt like a 3% increase was far more reasonable than the suggested 10% and agreed that a waiver would again need to be requested. Rob Gropman advised that 3% would be too high for his locality. Mr. Sisk indicated that the Executive Director would be in contact with the city manager/county administrators in order to discuss the need to request the 10%, which will also be explained in writing. Mrs. Biggs moved to approve a 3% request, Anthony Akers seconded the motion. *(Approved – with Rob Gropman opposing)*

Mr. Sisk provided a brief facilities update. The new Floyd facility is now open. The new Radford facility is behind schedule, and this is due to the need to ensure appropriate internal systems are functioning, furniture needs are met, and licensing inspections are conducted. As for the new Pulaski facility, the agency is hoping that it will be ready in February. Mr. Sisk asked if they agency will have an open house for new facilities. Mrs. Whitten-Williams advised we will have an open house for all new facilities including Floyd, Radford, and Pulaski once the clinics are operational.

### **EXECUTIVE DIRECTOR'S REPORT**

Executive Director James Pritchett started by thanking the external auditors for providing the work session. Mr. Pritchett also expressed appreciation for the materials they provided for the Board to review.

Mr. Pritchett provided an update on the state's financial realignment plans based on the information obtained during a recent meeting of CSB Executive Directors and Directors of State Facilities. He provided DBHDS' reasoning behind the realignment, as well as how the initiative could impact NRVCS. The primary goal is to decrease hospital bed utilization and increase utilization of community-based services.

Mr. Pritchett indicated that there will be two regional workgroups that will be developed and comprised of CSB Directors and state facility directors at both Catawba and SWVHMI to work on financial realignment and the need to reduce the daily hospital census. These workgroups will focus on expediting patient discharges from the state facilities; developing protocols that will assist in increasing accountability; and developing additional services if needed to assist individuals in crisis. Mr. Pritchett stated the agency has already been exploring other models of service delivery and initiatives to provide interventions to clients in an effort to avoid hospitalizations.

Mr. Pritchett also provided an update on meetings that have been held with our community stakeholders and local legislators. He explained that there is a considerable concern among some community stakeholders about children entering foster care due to substance use disorders in their family. Specifically, Judge Short from Giles County's Juvenile and Domestic Relations Court is concerned with the rates of substance use disorders associated with child welfare cases. NRVCS will be actively working with Giles County community stakeholders to address these concerns and issues. Mr. Pritchett also indicated that the agency will be assisting Giles County's child serving organizations in developing an understanding of Trauma Informed Care in order for children and families to receive appropriate



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screenings and interventions that are designed to reduce problematic behaviors and other mental health issues.

Mr. Pritchett noted he also recently met with Delegate-elect Chris Hurst. During the meeting, Mr. Pritchett was able focus on some of the concerns related to Emergency Services and hospitalizations requiring transportation provided by local law enforcement. Delegate-elect Hurst was very interested in learning about the many issues facing CSBs and the clients served, and he offered his support.

**BOARD MEMBER COMMENTS**

Rob Gropman advised the agency has a very positive image and hopes this will help the agency increase funding opportunities.

**CHAIRMAN’S REPORT**

Mr. Sisk advised he was very impressed with James Pritchett’s work as Executive Director.

**ADJOURNMENT**

There being no further business, Mr. Sisk moved to adjourn the meeting at 7:43 p.m.

MINUTES APPROVED ON: \_\_\_\_\_

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Joy Morrison, Clerk of the Board

<b>Board Member</b>	<b>Representing</b>	<b>Term Ends</b>
Mary Biggs	Montgomery County	6/30/2018 (2 <sup>nd</sup> Term)
Anthony Akers	Pulaski County	6/30/2018 (1 <sup>st</sup> Term)
Melissa Shaw	Floyd County	6/30/2020 (1 <sup>st</sup> Term)
Vicky Collins	City of Radford	6/30/2020 (2 <sup>nd</sup> Term)
Jason Buckland	Giles County	6/30/2020 (1 <sup>st</sup> Term)
Sally McCarthy	Pulaski County	6/30/2010 (1 <sup>st</sup> Term)
Rob Gropman	City of Radford	6/30/2018 (1 <sup>st</sup> Term)
Susan Richardson	Montgomery County	6/30/2019 (1 <sup>st</sup> Term)
Sheila Roop	Montgomery County	6/30/2019 (2 <sup>nd</sup> Term)
Bob Sisk	Pulaski County	6/30/2020 (2 <sup>nd</sup> Term)
Joe Turman	Floyd County	6/20/2020 (2 <sup>nd</sup> Term)
Joe Young	Montgomery County	6/20/2020 (2 <sup>nd</sup> Term)
Kristie Williams	Giles County	6/30/2020 (1 <sup>st</sup> Term)