



Board of Directors Meeting Minutes

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

MEETING DATE: Thursday, February 22, 2017

MEMBERS PRESENT

Joe Turman, Mary Biggs, Vicky Collins, Susan Richardson, Anthony Akers, Joe Young, Jason Buckland, Kristie Williams, Shelia Roop, Sally McCarthy

MEMBERS ABSENT

Melissa Shaw (with notice), Bob Sisk (with notice), Rob Gropman (with notice)

AGENDA ACTION ITEMS**

January 25, 2017 minutes (approved)
January financial report (approved)
Self-pay fee schedule (approved)
Pay differential for overnight positions (approved)

CALL TO ORDER

The meeting was called to order by Vice Chair Mary Biggs at 6:50 p.m. Mrs. Biggs welcomed attendees and roll call was read by Joy Morrison, Clerk of the Board.

MINUTES**

Board members received minutes from the January meeting in their packets. Joe Young 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: Program Services Manager Christina King reviewed the January financial report which Board Members received in their packets. She reported that fee revenue was low due to inclement weather and holidays. Ms. King stated the yearly budget looks very positive, even with these issues. Vicky Collins moved to approve the January financial report. Shelia Roop seconded the motion. *(unanimously approved)*

Mrs. King presented a copy of the agency's new self-pay fee schedule to the Board. She reviewed changes and advised they were made to match the rates that Medicaid is billed. Board member Sally McCarthy asked for clarification and how this would affect low-income clients. Mrs. King reported that the agency will still use a sliding scale based on income and may offer a three-month waiver for services as necessary. Mrs. McCarthy asked how long the agency attempts to collect for self-pay. Mrs. King



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stated that we attempt to collect for a period of 120 days before writing off the debt. Vicky Collins moved to approve the proposed fee schedule. Sally McCarthy seconded the motion. (Unanimously approved)

The revised budget for FY'18 was provided as an informational item by Mrs. King. She informed the Board that the first page was a summary of the changes. Mrs. King asked the Board to review the report in more detail as this will require a vote at the March Board meeting.

Community Support Services: Director Lucy McCandlish presented a general update on the recent review by DELMARVA, which is a non-profit company hired by the Department of Justice (DOJ) to conduct audits. This visit was intended to be a consultation and to provide technical assistance. She reported that the auditors were very helpful and informative. Mrs. McCandlish also indicated that the agency has received additional requests for records from other companies that are also conducting reviews associated with the DOJ settlement. These reviews and audits are being facilitated to ensure that all Community Service Boards are complying with the new regulations and mandates that were implemented as a result of the settlement agreement. The agency has been successful at implementing the new standards, and Mrs. McCandlish expects these reviews will continue to go well for the agency. She indicated that staff are working diligently to implement the new standards, as well as preparing for these audit reviews.

Mrs. McCandlish informed the Board that the Fairview proposal that was submitted to the Department of Behavioral Health and Developmental Services (DBHDS) is still being negotiated. This proposal is to assist the region in hospital utilization management by providing placements for individuals that are ready to be discharged from the state hospital but are having difficulty securing appropriate resources. Sally McCarthy asked if it is common to have open beds at Fairview Home. Mrs. McCandlish reported that it is common since many individuals are able to secure in-home medical services to assist them in remaining in their homes longer. Shelia Roop asked if sponsored host homes have been a popular option for clients or if individuals seemed to prefer assisted living homes like Fairview. Mrs. McCandlish stated that this varies among clients, but it has become more difficult for new homes to become licensed due to regulation changes.

Clinical Services: Director Melanie Adkins informed the Board of a new project that the agency will be implementing. DBHDS has awarded the agency funds to develop a Peer Drop-In Center for individuals with mental health and/or substance use issues. This center will provide individuals with social activities, skill building opportunities, and settings for them to engage and support other individuals that are dealing with similar issues.

Mrs. Adkins provided a general update on the agency's response to the recent DBHDS requirements regarding hospital discharges. The agency has successfully implemented the new requirements that went into effect on February 19, 2018. There are other requirements that the agency must implement by April 1, and there is a workgroup that has been diligently working to ensure that the deadline is met.



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Mrs. Adkins thinks it is a great initiative to focus on discharging patients efficiently, but it will come with some challenges because of capacity issues, high caseloads, and service limits. One of those goals is to have patients scheduled to receive the most appropriate service within eight days of their discharge.

Human Resources: Interim Director Valanda Nelson informed the Board of the process to conduct the annual evaluation of the Executive Director. She reported that the Executive Committee will review the Executive Director's responses and information provided on the performance objectives. This information will be reviewed with the full Board at the March meeting during closed session.

Mrs. Nelson indicated that the agency will be reviewing and evaluating any changes and issues related to employee health insurance coverage over the next month.

Quality Assurance: Quality Assurance Manager Leslie Sharp provided a summary of the quarterly agency report card, a copy of which members received in their Board packets. Mrs. Sharp reviewed the dashboard measures that are used by DBHDS to evaluate the agency. The agency's data subcommittee has been able to identify some discrepancies in the data and communicate these concerns and issues to DBHDS staff. The committee is continuing to track data in order for it to be accurately reported to DBHDS. Additionally, Mrs. Sharp mentioned that DBHDS is forming a committee that will include individuals from CSBs in order for these measurements and outcomes to be developed collaboratively and reduce errors in reporting.

Mrs. Sharp highlighted a couple of measures from the report. She was pleased that emergency services received a score of 100%, which indicates that they were able to respond to all clients within two hours of receiving a call. Also, Same Day Access (SDA) received an 87% score, which indicates that most clients were able to complete all necessary steps for their initial intake. And lastly, she pointed out the agency has been able to decrease the time between the client's intake and the first service appointment.

EXECUTIVE COMMITTEE REPORT

Executive Director James Pritchett provided the report and began by informing the Board of the issues that the agency has identified for retaining and hiring staff to cover overnight shifts at each residential program. There has been a 16-20% vacancy rate for these positions which often results in the agency having to pay overtime to other staff or rely on the program supervisors to cover these shifts. Both of these options are not sustainable. Mr. Pritchett reported that the Executive Committee agreed with the decision to propose an increase in pay for these specific positions in order to maintain consistent and qualified staffing. The proposal would provide staff working overnight shifts with an additional dollar per hour. Vicky Collins moved to approve the proposal. Kristie Williams seconded the motion. (*Unanimously approved*)

EXECUTIVE DIRECTOR'S REPORT

Mr. Pritchett started by thanking the members of the Peer Support staff for their presentation during the work session. Mr. Pritchett also expressed appreciation for Glenn Mathews and Angela Scott for being integral parts in the development of these services and the overall success of this program.



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Mr. Pritchett provided information regarding the agency's recent licensing visit and the successful renewal of the agency's program licenses. He indicated that the Licensing Specialist complimented the agency on several areas which included: the continuum of services offered to children and families; the agency's ability to develop new programs to meet the needs within the New River Valley; and the REACH services provided within the New River Valley and the region. Even though there were no formal citations received in these areas, the Licensing Specialist indicated that the agency should focus on reviewing several areas in order to make some improvements, including: documentation during intakes to ensure that each item is address; ensuring that goals are measureable on treatment plans; and ensuring fire and safety standards are in compliance.

Mr. Pritchett also provided an update on facilities. He reported that the new Radford Center opened February 12. The agency is holding an open house at the new Radford site on Thursday, May 10 from 2 – 5 p.m. As previously requested by several Board members, the April meeting will be held at the new Radford facility.

Additionally, an open house will be held at the new Floyd Clinic on Tuesday, May 8 from 2 – 5 p.m.

Mr. Pritchett also informed the Board that the new Pulaski Center is nearing completion as the initial walk-through with the developer only revealed minor items that had to be addressed and/or finished. After all the work is completed, the agency will notify DBHDS to begin the licensure process, and this process usually takes 45 days to complete.

BOARD MEMBER COMMENTS

Vicky Collins commended the staff for their hard work with the recent audits and with the successful licensing renewal. She also thanked the Cultural Competence Committee for the new calendars provided to the Board.

CHAIRMAN'S REPORT

No update provided.

ADJOURNMENT

There being no further business, Mrs. Biggs moved to adjourn the meeting at 7:47 p.m.

MINUTES APPROVED ON: 3-22-2018

Joy Morrison, Clerk of the Board

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