

Board Meeting Minutes

May 28, 2015



NEW RIVER VALLEY COMMUNITY SERVICES

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

Agenda Action Items

Minutes - April 23, 2015
Approved

Call to Order:

The meeting was called to order by Chair Sally McCarthy at 6:51 p.m. Roll call was read by Melissa Jackson, Clerk of the Board.

*****Minutes:**

Board members received in their packets the minutes from the April 23, 2015 Board meeting. Joe Young moved that the minutes be approved as distributed. Scarlett Ratcliffe seconded the motion, which was approved unanimously.

Recognition of Guests:

None.

Public Comment:

None.

Program Reports:

James Pritchett presented the Crisis and Family Services report. Pritchett discussed the Prevention program and a recent Prevention Carnival held during National Prevention Week. Pritchett noted the program is looking for opportunities to partner with community health fairs to host similar events during the summer months as school programs are winding down. Other community programs are ongoing including the parenting program and wellness camps. The community needs assessment and planning meetings are also happening now and Pritchett should have data to share by the end of June.

Lucy McCandlish presented the Adult and Family Services report. McCandlish shared an email from a staff member regarding a training center discharge. The email described an individual who has lived happily and successfully for five years in a sponsored home after having lived in the training center for 36 years. McCandlish noted the 25th discharge happened last week and the midpoint for discharges has been passed. McCandlish discussed upcoming training initiatives for staff including a recent Department training around employment, an upcoming training on strategies for supporting adults and adolescents with autism, and a training related to the medical causes for behavior issues. The unit is also developing a curriculum for ongoing trainings on a variety of topics. McCandlish discussed the benefits of a nurse who was hired to do quality assurance and training in residential programs. McCandlish announced Fairview has just passed licensure again and there is REACH funding available for training initiatives. The unit also recently purchased a training system for police officers which teaches them how to respond to individuals with autism.

Melanie Adkins presented the Emergency Services report. Adkins discussed call volume, reporting ES has had approximately 6,000 contacts in the first four months of 2015 with approximately 700 face to face interventions. Adkins noted May has been extremely busy and there has been a marked increase in the number of children/adolescent contacts, many of which involved individuals new to the agency. Adkins announced ES will be recording response times for a period of 3 weeks for the Department. The expectation is that ES responds within two hours of a request and Adkins noted that expectation is met over 95% of the time. Upcoming code changes are expected around alternative transportation and an increase in hold time for custody orders to allow time for medical clearance. Adkins further explained an RFP was issued by the Department for a pilot program in our region around alternative transportation. Interim Executive Director, Rosemary Sullivan reported the RFP has now been awarded.

Members Present:

Chair, Sally McCarthy
Mary Biggs
Lynn Chenault
Vicky Collins
Trish Muldoon
Scarlett Ratcliffe
Susan Richardson
Sheila Roop
Bob Sisk
Joe Turman
Joe Young

Members Absent:

Bob Nicholson, with notice
Jimmy Duncan, with notice

Others Present:

Melanie Atkins
Stacey Duncan
Susan Hurst
Melissa Jackson, Clerk of the Board
Lucy McCandlish
James Pritchett
Rosemary Sullivan
Deborah Whitten-Williams



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Adkins and Sullivan discussed details of the RFP and potential scenarios for using alternate transportation. Adkins noted there is potential for a satellite office in the Radford area for the CITAC. Adkins also discussed barriers to a potential site in the Pulaski area.

Deborah Whitten-Williams presented the FASS report. Williams discussed the financial report for April, 2015 which was included in meeting packets. In view of the struggles related to bringing in the budgeted amount of fee revenue, we remain below budget. It is not likely that the target will be met this year but Williams anticipates the deficit will be cut in half. Additional work has been done to ensure all amounts are collected. There were some productivity issues that will not be made up by June, but year to date income continues to grow due to good management of expenses and position vacancies which create significant savings in personnel. Additionally over \$600k was budgeted for a new EHR but actual costs are expected to be significantly lower. Williams also noted replacement vehicles are not typically purchased until the end of the year when it is clear that funding isn't needed elsewhere. Overall, the agency is stable financially. The 2016 budget is also being developed and Williams distributed a copy by handout and asked members to thoroughly review it and be prepared to discuss it in depth at the June meeting. Members were encouraged to contact Williams or Rosemary Sullivan with any questions. Sullivan noted recommendations for using the year end surplus will be presented to the Executive Committee.

Executive Committee Report:

Chair Sally McCarthy presented the Executive Committee (EC) report. McCarthy noted in June the Board will be voting on the Chair and Vice Chair positions. As part of the process, the EC is establishing a nominating committee to put together a slate of candidates for these two positions. Trish and Bob from the current Executive Committee have agreed to serve, and two volunteers from the remaining board are needed. McCarthy noted the nominating committee can do their work via e-mail. Members Sheila Roop and Vicky Collins volunteered to serve on the nominating committee.

McCarthy noted May is the month the Board typically reviews suggested changes to personnel policies. However, there are no suggested changes to review.

McCarthy offered an update on the Holiday Inn. The front entrance to the Montgomery Center parking lot will be closed beginning June 7th for approximately 3 weeks. Plans are underway for notifying clients and staff. The easement agreement is in its final stages.

McCarthy discussed plans for Staff Appreciation events to be held at each locality during summer months. Board members received in their packets a handout with additional details. Rosemary Sullivan noted these events are in lieu of the annual agency picnic. There will also be a holiday party in December.

McCarthy reported the Mental Health America of the NRV (formerly MH Association) has disbanded. McCarthy discussed the impact on NRVCS and noted the agency has agreed to help facilitate their peer led Anxiety & Depression support group. Sullivan discussed reasons for its disbandment.

McCarthy offered an update on the in-house Pharmacy. The pharmacy is now open. By the end of June, three PACT teams will be transitioning to the new Pharmacy. Plans are also underway for some type of formal grand opening.

McCarthy discussed a report on the EHR RFP from the IS Coordinator which was included in meeting packets. Rosemary Sullivan noted the agency is still looking at all options, but Credible will be coming back next week to do some more demonstrations. Credible is looking like a strong candidate, but no decisions have been made. An update will be provided at the June board meeting.

Executive Director's Report:

Interim Executive Director, Rosemary Sullivan, presented her report. Sullivan invited board members to ask questions and offer feedback on the work session training topic of Retention Report/Recruitment Strategies presented by Human Resources Assistant Director, Susan Hurst and Human Resources Coordinator, Stacey Duncan. Sullivan noted the agency will build on that data and present information each year.

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Sullivan noted the Quarterly Quality Report was included in meeting packets and Quality Assurance Administrator, Heather Rupe, will be present at the June meeting to answer any questions on the report.

Sullivan announced DBHDS Commissioner Ferguson will be making a brief visit to Blacksburg on June 4th. Ferguson will be attending a Chamber event, then she will visit NRVCS at 9:00 a.m. for a meet and greet type event with the agency's Leadership Team. Mike Wade is developing a short video highlighting a few agency programs to present to Ferguson. There will also be a Q&A with staff and Sullivan invited Board members to attend as well. Ferguson will tour the CIT Assessment Center after the visit to the Montgomery Center. Board members will receive additional information via email.

Sullivan distributed invitations to an anniversary celebration for the New Life and FLASH programs and encouraged Board members to attend.

Sullivan discussed an article on Trauma Informed Care included in meeting packets and plans to create a Trauma Informed culture at NRVCS. The Executive Leadership Team feels like this is an important thing to do and there is already a group of staff members trained on Trauma Informed Care, but there is a need for common vocabulary and training for staff throughout the agency. A person had been identified to do an introductory training, but the speaker had to cancel at the last minute. Other training options are being explored and the Board will be included. Several board members discussed similar movements toward Trauma Informed Care cultures within DSS and the juvenile justice system and it was agreed collaborative training efforts will be attempted.

Sullivan announced the need to develop a calendar of Work Session topics for the next six months and invited members to offer input. A joint meeting with the Mountain Empire board, and a meeting with the agency's doctors and nurse practitioners will be scheduled. Sullivan also noted the June meeting will feature the budget report and there is no meeting in July. Sullivan invited members to suggest other training topics and the feedback received included the following: a recap/summary of planning meetings around prevention; trauma informed care and related plans for the agency; the in-home screening, or VICAP; training center discharge success stories; general client success stories (program accomplishments) to include small speaker appreciation gifts. Sullivan noted a calendar will be developed and presented to the Executive Committee.

Board Member Comments:

Member Lynn Chenault reported on a recent opportunity he had to discuss the CIT program in Alaska, noting it was a positive exchange of information with Alaskan behavioral health services representatives.

Chairman's Report:

None.

Adjournment: There being no further business, Joe Young moved to adjourn the meeting at 7:57 p.m. Sheila Roop seconded the motion which was unanimously approved.

Minutes approved on _____

Melissa Jackson, Clerk of the Board

Board Member Terms

<u>Name:</u>	<u>Representing:</u>	<u>Term Ends:</u>
Mary Biggs	Montgomery	6/30/15 (1st)
Lynn Chenault	Pulaski	6/30/17 (1st)
Vicky Collins	Radford	6/30/17 (1st)
Jimmy Duncan	Floyd	6/30/17 (1st)
Sally McCarthy	Pulaski	6/30/15 (3rd)
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	6/30/15 (<i>Unexpired term of B. Gardner</i>)
Joe Young	Montgomery	6/30/17 (1st)