

Board Meeting Minutes

December 1, 2016



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 6:57 p.m. Trish Muldoon seconded the motion. Mr. Young welcomed attendees and roll call was taken by Cody Simpkins, Clerk of the Board.

*****Minutes:**

Board members received in their packets the minutes from the October 27, 2016 Board meeting. Board members brought to attention that there were two typos that needed to be fixed. Cody Simpkins, Clerk of the Board made the changes. Mary Biggs then moved to approve the minutes after the updates. Then Trish Muldoon seconded the motion, which was approved unanimously.

Recognition of Guests:

None.

Public Comment:

None.

*****Program Reports:**

Financial and Support Services: Director, Deborah Whitten-Williams, presented the October budget report, a copy of which was included in meeting packets. Board members were reminded first quarter is typically slow. Mrs. Whitten-Williams passed out a hand out to Board Members outlining what she believes is additionally contributing to problems with the budget and what can be done. This year there have been some new billing challenges with the new software. The deficit also reflects overspending on personnel, which should not be happening. Mrs. Whitten-Williams outlined what has been done to drill down on budget issues and plans to resolve them. The budget will be revised earlier than usual. Mrs. Whitten-Williams asked Lucy McCandlish, AFS Director, to talk more about problems with waiver redesign affecting the budget. She reported that it is purely a state software problem. As soon as the state says that billing can be submitted, our system is ready to bill. Waiver billing is something being monitored very closely and there are no concerns that this particular deficit will be turned around.

Crisis and Family Services: CFS Director, James Pritchett, presented unit updates. "Just in Time" officially started today. This system change should increase capacity in psychiatric services and decrease no-shows. Staff appear to be adjusting and clients are calling in as we expect. Staff are following up with clients who no-show and notifying case managers to make sure clients still receive services and medication.

Same Day Access is continuing to move along as well. Planning will take over six months. As of now, the Rapid Cycle Change Team is in the process of looking at documentation and how much time is being spent on paperwork. One of the new strategies is to document the service with the client. This allows clinicians to end the session by double checking with the client about the services they received and how they feel about what was documented. A pilot is going on with about 40 staff. Survey results to date reflect that out of 98 clients, 97 of them found collaborative documentation to be very helpful. The data is promising and efforts will continue to monitor these results and get feedback from clients and staff. Again, the biggest goal with this project is to increase capacity and reach clients in a more timely way.

Adult and Family Services: AFS Director, Lucy McCandlish, reported that Reach clients moved into their new home and that the response from the neighborhood has been positive. With waiver redesign, there is some progress every few days. Technology at the state level appears to be one of the biggest hurdles. The DD population is now part of the umbrella of services. There is now a single door through CSBs. One option for the DD population that is now available is to choose the CSB for case management. Staff are doing whatever they can do accommodate new requests. For those who elect to keep their old DD case manager, the DD case management contract is very specific, and face to face visits must be provided. NRVCS is preparing to work with DD providers and will start signing contracts by January 1, 2017. Finally, Mrs. McCandlish reported that one of the first residents of Elmtree passed away this week as a result of bladder cancer.

Human Resources: HR Director, Susan Hurst, was out sick. She wanted Rosemary Sullivan, Interim Executive Director to report that the overtime rules were not changing for now.

*** =Action Items

Agenda Action Items

Minutes - Oct. 27, 2016
Approved
October, Financial Report
Approved

Members Present:

Jimmy Duncan
Sheila Roop
Mary Biggs
Joe Turman
Trish Muldoon
Joe Young
Susan Richardson
Lynn Chenault
Anthony Akers
Rob Gropman
Robert Sisk

Members Absent:

Scarlett Ratcliff, with notice
Vicky Collins, with notice

Others Present:

Rosemary Sullivan
Deborah Whitten-Williams
Lucy McCandlish
Melanie Adkins
James Pritchett
Leslie Sharp
Cody Simpkins, Clerk of Board



Continued from page 1:

Emergency Services (ES): Coordinator, Melanie Adkins, reported that ES staff just finished a two-week survey that the Department of Behavioral Health and Developmental Services (DBHDS) developed to monitor response times. When a request for services is made at NRVCS, the average response time is 41 minutes. Despite being short staffed, 84 clients were seen in the 14 day survey period. Legislation has been introduced to allow ER doctors to do pre-screenings, which is primarily supported by the Northern VA area. The survey results are being used to show that there are no concerns around CSBs response time. When looking over our results the vast majority of time spent was in looking for a bed (a couple of hours out of a 6 hour call is spent looking for a bed).

Mrs. Adkins provided an update on mobile crisis. This program is just now getting to be full-staffed. The biggest challenge is the financial piece, since Medicaid is the only insurance that will pay for this service and many of our clients do not have Medicaid.

Daniel Hurr, visited the region on November 10 to address expressed concerns about the bed registry and having to send clients out of the area when needing to be hospitalized because beds were filled with people from other parts of the state. Representatives from all hospitals were present along with Mrs. Adkins and Interim Executive Director, Rosemary Sullivan. Both agreed it was good to have someone from the department hear concerns, although few solutions to this state-wide problem have been identified.

Quality Improvement: Leslie Sharp, Quality Assurance Manager, presented the quarterly quality report. NRVCS continues to be measured through the state-wide dashboard measurement system, current data is from July to September. NRVCS is holding steady in the area of engagement in adult mental health case management as well as substance abuse retention. In regard to the ID measures, NRVCS continues to perform above the expectations of the Department of Justice targets. NRVCS needs more focus on engagement in Child Case Management and in SA Out-patient Services. NRVCS continues to work with our new EHR vendor as well as the Department Behavioral Health and Developmental Services (DBHDS) to work out data configuration as this was the first submission for the new system. Exhibit B is part of the performance contract reporting requirements which changed for FY 17 to include two measures in regards to individual support plans including and updating Community Engagement goals. For FY17 Qtr. 1, the percentages were 89% and 84% but there are no state measurement system to compare. NRVCS report card continues to be a strong source of measuring quality improvement as we continue to improve our reporting efforts with the availability of a new EHR system and staff are learning proper service documentation to ensure that the correct data is recorded in the accurate service level. Supervisors completed 80% of chart reviews and new forms are continuing to be reviewed and monitored for improvement. A quarterly review newsletter went out to staff in response to the quarterly chart reviews. There were 5 complaints made to the internal client advocate and all were resolved at the Executive Director level with efficient and satisfactory outcomes. REACH and Emergency Services response time were measured this quarter. REACH response time was an average time of 62 minutes and Emergency Services responded to cases at a rate of 97%.

*****Executive Director's Report:** Rosemary Sullivan, Interim Executive Director, opened up discussion from the Work Session, which was a joint meeting with Mountain Empire along with a presentation by Mrs. Whitten-Williams on facilities. Ms. Sullivan reminded Board members that they requested a meeting with Mountain Empire board annually. The Board agreed that they would like to continue the annual meeting in that they found it to be informative.

Ms. Sullivan asked for topics for future work sessions. The following updates were identified: the RAFT, preparing clients to come into the community from the training center, mental health in elementary schools, Fairview home, and Claremont TDT. Other suggestions included having the Department come visit every so often in order to do some Q&A and hearing from judges and commonwealth attorneys on their perspective of drug courts.

Due to the budget situation Ms. Sullivan informed that the Holiday Party had been cancelled. She asked the board for feedback on the annual report. All board members liked the design (size in particular); information provided within it; and overall quality of the report.

*****Executive Committee Report:** Mr. Joseph Young, board chair, provided the executive committee report. Discussion primarily focused on increasing local funding. The last two years NRVCS has requested and received level funding. This year DBHDS is requiring that the Executive Director work with board members to request 10%. Board members felt like a 3% increase was far more reasonable than the 10% and agreed that a waiver would again need to be requested. Ms. Sullivan indicated she would make individual appointments with the city manager/county administrators and discuss the need for the 10%, which she will explain in writing to them as well. Mr. Gropman asked where the 10% figure was coming from and if it was based upon inflation. The total local funding amount received by NRVCS is closer to 5% at this time. Mr. Young asked for a motion to support a 3% increase; Mary Biggs seconded. All supported except Mr. Gropman, who preferred a 2% increase.

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Continued from page 2:

Board Member Comments:

Joe Turman wanted to pass information to the board that the superintendent of the jails is very happy with the services that are being offered and provided in the jails, acknowledging the work of Rosemary Sullivan and James Pritchett.

Chairman's Report:

Joe Young congratulated Mary Biggs on her new appointment as chair to the board of VACO. He also provided an update on the Executive Director search. Applicants have been screened and three are being invited to interview. The process has been smooth so far. Board members will be kept updated going forward.

Adjournment: There being no further business, Joe Young moved to adjourn the meeting at 7:58 p.m. Trish Muldoon seconded the motion which was unanimously approved.

Minutes approved on _____

Cody Simpkins, Clerk of the Board

*** = Action Items