

Board Meeting Minutes

October 16, 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 Vice Chair, Mary Biggs at 7:00 P.M. Mrs. Biggs 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 September Board meeting. Minutes approved pending two revisions. Jason Buckland's name should be corrected, and Susan Richardson should be noted as "absent, with notice". Rob Gropman moved to approve with revision, Vicki Collins seconded, which was unanimously approved.

Recognition of Guests: None

Public Comment: None

Program Reports:

*****Financial and Support Services:** Director, Deborah Whitten-Williams presented the September budget report; she had provided a copy in the Board packet. She advised the 1st quarter ended very positive. Mrs. Whitten-Williams advised REACH funds went directly into the reserve fund from FY'17 but show as inflated the revenue. She stated the revenue is very close to the 2.6% budgeted and the agency expenses are well within budget. This could lead to a 2% raise for staff. Rob Gropman moved to approve the September Budget, Shelia Roop seconded, which was unanimously approved.

Community Support Services: Director, Lucy McCandlish presented an update on Community Support Services as well as an update on the Commonwealth Coordinated Care Plus Project (CCC+). Mrs. McCandlish advised CCC+ will officially begin next Thursday, and the agency is prepared. Most of the conversion will not impact the agency until January. Mrs. McCandlish indicated that this initiative is bringing attention to the allotted number of services hours that are approved annually for certain services such as PACT. This attention may result in increasing the number of service hours that could be provided to clients.

Mrs. McCandlish stated with regard to the Elm Tree remodeling, the initial bids in order to convert the facility to an ICF are very expensive. We are reviewing what will be the best option for the clients and staff at Elm Tree, as well as the financial impact. Mrs. McCandlish advised we will shift focus to Elm Tree once the agency's current facility projects are complete. In the interim, we will be working on getting clients with high needs into facilities that meet their requirements.

Clinical Services: Director, Melanie Adkins, presented a general update on mental health and substance use disorder programs. Due to a partnership with Radford University, our licensed staff have been able to participate in a training that will prepare them to provide clinical supervision for staff seeking licensure. Our staff have indicated that the trainings has been very useful. Mrs. Adkins informed the Board of a new parenting skills program developed in collaboration with a local DSS agency. This program's objectives are to educate and help parents develop needed skills.

Agenda Action Items

Minutes - September 28, 2017
Approved

August, Financial Report
Approved

Members Present:

Melissa Shaw
Joe Turman
Mary Biggs
Jason Buckland
Rob Gropman
Victoria Collins
Susan Richardson
Sheila Roop
Sally McCarthy

Members Absent:

Anthony Akers, with notice
Bob Sisk, with notice
Joseph Young, with notice
Jenny McCoy, without notice

Others Present:

Deborah Whitten-Williams
James Pritchett
Melanie Adkins
Susan Hurst
Joy Morrison, Clerk of Board
Lucy McCandlish
Susan Hurst
Christina King



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Mrs. Adkins also reported that the agency is seeing an influx of college students which has increased the demand on the agency's Same Day Access initiative. After a discussion with VT officials regarding the issue, it seems that the increased enrollment is a major factor as the university's student services has seen a 300% increase in demand for services which has contributed to a waitlist for students to obtain services on campus. Mrs. Adkins reported that the agency is committed to working with VT to help manage the needs.

Human Resources: Director, Susan Hurst, presented an update on the agency's process of attracting and retaining employees. She provided a copy of an overview of our new interviewing process and reported that this initiative is part of the agency's current Strategic Plan. One of the primary concerns is the fact that the agency has several positions that continuously remain open. Ms. Hurst reported that we are now looking for creative ways to advertise. One recent example is the job fairs the agency is hosting/sponsoring. We plan to continue these job fairs in different locations.

Ms. Hurst also indicated that a small committee within the agency has worked diligently to update the interview questions that are used by supervisors. The committee's goal was to have consistency in the interview process across the agency regarding questions used and the scoring of the responses. Ms. Hurst indicated that a total of 11 questions will be asked in interviews. These questions are broken down into categories such as professionalism, flexibility, productivity, and diversity. At the end of these questions, program supervisor have one or two specific questions tailored to the job. The agency will be using this new process for six months and then provide the board with feedback from the supervisors.

Executive Committee Report: Mrs. Biggs, Vice Chair, handed out copies of the new budget report format for review. She asked the Board to review the document which included a new summary line. This summary included the monthly accrual information. Mrs. Biggs asked how the Board felt about this addition. Melissa Shaw advised she would like to see this information once a quarter. Sally McCarthy asked for the allowance section to be explained. Christina King indicated that the agency makes real-time adjustments, but the 2% in allowance section accounts for that amount. Mr. Gropman asked how much do we typically write off due to insurance issues or self-pay. Mrs. King advised it isn't a lot but the 2% in the allowance section is also above the number of write-offs we usually make. Mrs. Biggs recommended we begin receiving the new report and evaluate the process over the coming months.

Mrs. Biggs advised we had eight participants that completed the Board Member survey. Overall we received good responses. There was one individual concerned with not having enough information about the agency's facilities and services. Mrs. Biggs advised that agency tours are offered, and the website has the requested information. It was also noted during orientation with new Board Members, Mr. Pritchett reviews the agency information on the website and in the Board Manuals. Ms. Shaw advised she would like a list with contact information for sites, and their locations. Mrs. Biggs stated that the Board Member survey will be completed again in six months during a Board meeting. The survey will include a new N/A category. The Executive Committee feels an N/A category will help provide a more accurate response for new members.

Mrs. Biggs advised the Executive Committee worked on guidelines for public comment and Board meeting structure. For public comment, the speaker will have five minutes to address the Board and the Board will not engage. This is for the guest to make his/her concerns known and the Board to listen. Mrs. Biggs stated we need to tell every guest for public comment this information before they speak. Additionally, the Clerk of the Board will monitor the meeting for visitors and have them identify themselves by signing the guest sign-in form.

Susan Richardson inquired as to when the Board would provide any follow up as necessary regarding the public comment information. Mrs. Biggs stated that Board Members could address any questions/concerns on public comment during the Board Member Comments section of each meeting. After that the Board will reach out to the person as needed for follow up. Jason Buckland advised we also need to clarify "Does anyone have any questions?" after public comment. This needs to be clarified to "Do any Board members have questions?"

*** = Action Items



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Executive Director's Report: Director, James Pritchett provided the Board with general updates during the Executive Director's report. Mr. Pritchett asked for any questions or concerns regarding the presentation of the Same Day Access (SDA) information from the evening's Work Session. He advised SDA has been a challenge, but it is a positive step in the right direction to ensure clients are receiving timely services. Mr. Pritchett also informed the Board we are currently doing SDA at our Montgomery and Pulaski's sites while working with smaller clinics that don't have SDA to reduce their wait times. Additionally, the new Radford site will be implementing SDA once opened. Ms. Collins advised she liked the presentation, and the employees seem to be making quick adjustments to issues as needed.

Mr. Pritchett also provided an update on VACSB which he recently attended the fall conference in Richmond. He advised there was a lot of discussion on STEP-VA during the meeting with a heavy focus on Same Day Access initiative. Mr. Pritchett stated that there was also a great deal of focus on the updates provided on CCC+ implementation as well as on how the Federal and State changes will affect us locally. He reported that we are seeing a shift towards a new service delivery model with Managed Care and CCC+ that will focus on outcomes, integrated care, and coordinated services. Some of these changes will shift how we think about and focus on health issues within a community as well as focusing on the individual needs.

Another major topic that CSB executives discussed was the Financial Realignment Plan and how it may be implemented, as well as how it will impact the community mental health system. The most considerable concern is the implementation of the initiative while developing needed services within the community and still having access to hospital beds for acute clients. NRVCS has been asked to share within the southwest region, our successes in developing programs and services that focus on deterring hospitalizations as well as helping assist in the discharging of clients from the state facilities.

Mr. Pritchett handed out a packet provided by VACSB, and an additional information sheet regarding Agency updates was included. Also included in the packet was a detailed report that represents the number of clients served by locality and by service area. This report is being generated to assist the Board Members in understanding who is being served and provide information for local governments.

Mr. Pritchett closed with a update on the Radford Transit. The agency submitted an application, grant proposal, to continue to provide transportation services for the City of Radford and Radford University. This proposal was approved by Radford City. As part of the new proposal, NRVCS will be implementing a new system of collecting data, and this will help the steering committee develop a better picture with the information gathered. This information will be used to adjust transportation routes when needed. The group is also looking to help offset costs by developing advertising opportunities on the buses. Mr. Gropman added that advertising will be a vital component for sustainability. He also indicated that it is important for the project's steering committee to meet routinely and review information/data as needed to ensure continued success of the transit

Mr. Pritchett stated ridership has decreased minimally and may be due to lower gas prices. Vicky Collins inquired about the availability of shelters at some of the Transit stops. Mr. Pritchett advised there have been, and will be, discussions about increasing the shelters. It was also reported that there has been a 156% increase in senior & disabled citizen transit riders. The first Steering Committee meeting is next week, and Mr. Pritchett will be attending.

Board Member Comments: Melissa Shaw spoke with the Governor recently about Community Service Boards. She focused on the issues of secured transportation for clients needing hospitalization and the burden it has created on local law enforcement agencies. The Deputy Secretary of Health and Human Resources, Joe Flores, called her back and spoke about the issue.

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Mrs. Collins wanted clarification on the new Radford facility's ability to implement SDA and absorb the number of clients from Pulaski County when it opens. Mr. Pritchett advised we are downsizing the Pulaski site, but the Pulaski facility will continue to have SDA on specific days of the week in order to meet client needs. He also noted that the agency is doing everything to evaluate and ensure that client needs will be met in Pulaski. Mr. Pritchett reported that the Pulaski County clients that will be moving to the new Radford site are residents from Dublin which is approximately equal distance to Radford and the current clinic in Pulaski.

Mrs. Biggs advise she will be attending a meeting with the Governor on Oct. 31st on the budget, and will provide us the information she receives.

Board Member Comments: None

Adjournment: There being no further business, Mrs. Biggs moved to adjourn the meeting at 8:12 PM. Rob Gropman seconded the motion which was unanimously approved.

Minutes approved on: Dec. 7, 2017

Joy Morrison
Joy Morrison, Clerk of the Board

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)