

## MINUTES

### REGULAR MEETING OF THE ALLEGHANY HIGHLANDS COMMUNITY SERVICES BOARD

Thursday, July 26, 2018

The Alleghany Highlands Community Services Board held the July Board meeting on July 26, 2018 at 4:00 p.m. at the Administration Office located at 205 E. Hawthorne Street in Covington.

PRESENT: Anne Dean, Connie Back, Teresa Johnson, Terrie Wright, and Robin Mieras

ABSENT: Nolan Nicely, Jr., Robert Johnson, Lisa Hicks, and Bill Gilliland

Also present: Ingrid W. Barber, Executive Director; Adam Kenny, IT Manager; Crystal Homer, Human Resources Manager, Patty Flanagan, Finance Manager, Lynn Brackenridge, QI Manager, Angie Goodbar, Director of Developmental Services, and Cathy Schiffer, Director of Mental Health and Substance Use Services.

Anne Dean, Vice-Chairman, called the meeting to order at 4:05 p.m.

#### APPROVAL OF MINUTES OF May 17, 2018 REGULAR MEETING

MOTION: That the Board approve the minutes of the May 17, 2018 regular meeting.

MOTION: Terrie Wright

SECOND: Connie Back

VOTE: Unanimous

Amanda Webb, Public Guardianship Director, gave a brief presentation about the program.

#### **PROGRAM REPORTS**

##### *Mental Health & Substance Abuse*

Cathy Schiffer presented the following report:

- May was Mental Health Awareness Month. During the week of May 14-18, AHCS hosted a different activity each day on #4Mind4Body. This included education on Coping Skills, Depression and Suicide, Yoga, and Nutrition. For the grand finale, our 2<sup>nd</sup> Walk for Mental Health Awareness was held in which participants walked from the Alleghany Highlands Regional Library to Fudge Street Café for lunch featuring the guest speaker, Joe Brogan. Mr. Brogan is an inspirational speaker on his journey with Alcoholism and Mental Health Issues.
- The Healthy Youth Coalition meetings were held at Alleghany Highlands Regional Library on May 17<sup>th</sup> and at Cucci's on June 21<sup>st</sup>. Members are brainstorming for Back to School events. Planning was discussed for those families and students who will attend the Coalition Training in July in Orlando, Florida.
- REVIVE Training was held on May 30<sup>th</sup> in the afternoon at Alleghany Highlands Regional Library and in the evening at AHCS Mental Health/Substance Use Disorder office. Approximately 32 community members were trained.
- An ASIST training was held on May 31<sup>st</sup> and June 1<sup>st</sup> by Sarah Schmitt and Sarah Deffinbaugh with 8 participants. ASIST teaches participants to recognize when someone may have thoughts of suicide and work with them to create a plan that will support their immediate safety.

- AHCS welcomed Chelsea Dunaway as our new Prevention Coordinator. Chelsea comes to us from the Veterans Health Information Exchange program at the Beckley VA Medical Center. She has a Master's Degree in Public Health.
- Ingrid Barber, Lynn Brackenridge, Cathy Schiffer, Angie Goodbar and Crystal Homer all attended the VACSB Conference in Portsmouth, VA. In addition, Cathy Schiffer attended the MH Symposium in Richmond, VA. These conferences were very informative with the upcoming changes in the state's CSB and Medicaid Expansion.
- Tiffany Bowser and Chelsea Dunaway attended a meeting on June 22<sup>nd</sup> hosted by Region 10 titled "Reporting Suicide in the Media". They also attended the HPR 1 monthly meeting.

### Developmental Services

Angie Goodbar provided the following report:

- The Department of Behavioral Health and Developmental Services (DBHDS) conducted an on-site visit on June 20<sup>th</sup> to examine the validity of data outcomes that AHCS reports to the state. DBHDS is visiting all CSBs to give feedback on data outcomes and examine reporting procedures. AHCS remains in the 90-100% of compliance with measures on the data dashboard. The visit with DBHDS was beneficial in examining current processes and procedures in the case management program. Helpful recommendations were discussed and implemented.
- Residential Services: Virginia Department of Health (VDH) conducted their annual unannounced visit at Merryfield ICF/IID. The auditors interviewed employees and residents, observed a meal and medication pass, reviewed records and visited off site day support programs. The audit resulted in one finding to modify a policy in regards to timely notification of the medical director when the pharmacist reviews MARS for contraindicative medications.
- The Fire Marshal arrived at Merryfield for the unannounced Fire Life Safety Inspection. There were no findings during this inspection.
- Qlarent conducted one program review of the day support program and several person centered reviews of case management services. Reviews noted recommendations for best practices but no significant findings.
- DBHDS Licensure visited to review respite services. The license was renewed for the service.
- Angie Goodbar, Director, and Sheena Jackson, ICF Administrator, met with ICF contractors to review and renew all service agreements/contracts. Evaluations were also completed on each contractor.
- Friendship Residence held a "Friends and Family Dinner" on June 29<sup>th</sup>. The house was filled with lots of visitors. The individuals enjoyed good food and fellowship. The Merryfield annual Luau is scheduled for July 20<sup>th</sup>.
- Merryfield Residence is at capacity with all nine beds occupied. Six out of eight beds are occupied at Friendship Residence.
- Conferences and Training: The Support Coordinators attended the "Work Incentives, Benefits Planning" training in Richmond.
- The DS Director attended the Regional DS Council and REACH Advisory Meetings in Charlottesville. The DS Director attended the Public Guardianship Board Meeting and participated in the multidisciplinary team meetings for the guardianship program. The Director also attended an Emergency Preparedness Training in Roanoke.

### **Upcoming Events:**

- Annual Picnic at AET Park on September 21<sup>st</sup> at 11:00 am.

### **Quality Improvement**

Lynn Brackenridge provided the following report:

#### **UR, Compliance and EHR:**

- Incident Reports Processed – 25 in May and 36 in June
- # CHRIS Reportable – 10 in May and 11 in June
- Safety Inspections – 2 in May and 2 in June

#### **CAPS:**

6/12/18 – Merryfield – VDH Licensure CAP

6/13/18 – In-Home Respite – DBHDS Licensure CAP

- Licensure visit by Kevin Lassiter, Licensing Specialist, from DBHDS on 6/13/18. The unannounced visit reviewed Adult In-Home Respite Service and Child In-Home Respite Service annual license renewal. Corrective action plan was submitted and accepted.
- QIarent Support Coordinator & Person Centered Review conducted 6/4/18 and 6/25/18. The review consisted of record review and phone interviews with Support Coordinator. No CAPS received, only recommendations.
- VDH licensure unannounced on-site visit for Merryfield Residence 6/12/18-6/13/18. Corrective action plan was submitted and accepted.
- State Fire Marshal unannounced visit on 6/21/18. Response received 7/3/18 demonstrates compliance.
- DBHDS CSB Case Management Quality Review Improvement Review conducted 6/20/18. Final report with no findings.
- Prevention review conducted on 6/20/18. Awaiting report.

#### **Other:**

Participation in Meetings/Trainings/Committees by QI staff:

- Safety Meetings, VACSB QL Meeting, VA Credible Users Meeting and Regional Nursing Meeting
- Participation with Near Southwest Preparedness Alliance with community table top drill May 23, 2018
- Participation with DSLCC table top drill May 24, 2018

### **AUDIT schedule:**

- 2Q18 audits are being completed and will be distributed to Managers for review. QI continues to collaborate with programs to ensure compliance. The audits are weighted and scored which evaluate DMAS, Licensure, Agency Workflow Compliance and Best Practice.

### **SAFETY schedule:**

- Service Modification Merryfield completed May 31<sup>st</sup> – remove linoleum and replace with floating vinyl tile and remove current fiberglass shower stall and replace with custom fit Re-Bath easy clean ADA shower unit.

### **QI Projects:**

- Unapproved visits have significantly decreased.
- Policy Committee continues to review/update agency policies.
- Standardization of agency forms
- Streamline medication process throughout agency
- New version of Emergency Regulations released 7/6/18

### **IT Manager Report:**

Adam Kenny provided the following report:

Duties performed or in progress since May 2018:

#### **Help Desk:**

- Total number of Credible Requests - 605
- Total number of IT Tickets - 1123

#### **EHR:**

- Assisted with form changes in DD and MH
- Completed all required state CCS changes
- Added notifications for Suicide Grants to identify high priority individuals
- Attended trainings for new WaMS Credible integration

#### **Hardware and Networking:**

- Met with Highland Computers to discuss the implementation of fiber services
- Assisted with desk/computer move at Life Skills. All DSP computers are now located in one room
- Assisted with DBHDS audit for DOJ data
- Purchased necessary switches for Shentel fiber move
- Resolved issues with the VA telepsych connectivity

#### **Other:**

- Attended TDT Regulatory meeting
- Met with Verizon reps to discuss new phone service
- Attended monthly DMC meeting.
- Attended Business Appreciation Reception at DSLCC
- Attended quarterly Credible User Group meeting.
- Attended reimbursement meeting.
- Attended bi-weekly leadership meetings.
- Presented in New Hire Orientation.
- Submitted monthly CCS report.

### **Human Resources**

Crystal Homer reported the following:

#### **Loss Report:**

- Worker's Comp Claims –
  - No new claims for new fiscal year at this time
- Auto Claims – \$1,359.65 YTD
  - Auto Physical Damage - Merryfield \$576.75 and Skillbuilding: \$37.09=Total fiscal year \$613.84

- Auto Liability Claims – Clubhouse: \$355.81 and \$410.00 paid for damage to other vehicles. Community Engagement paid \$1784.64 for damage to other vehicle. Total fiscal year=\$2,530.45
- Property Claims – 0

**Separation Reasons – new reports coming soon from Bamboo with this information**

**FY 17 Reasons for Separation – 49 Total**

10 other employment  
 8 moved  
 3 school  
 11 personal reasons  
 4 more money  
 1 retired  
 5 terminated  
 4 medical reasons  
 3 abandoned job

**Separations July-February 2018 – 21 Total**

4 retirement (Prescott, Burns, Childs, Curry)  
 3 job abandonment  
 6 other employment  
 1 medical reasons  
 4 personal reasons  
 1 relocation  
 2 termination

**Staff Development:**

- The following shows compliance (YTD) for required mandatory training courses. This report is completed around the 15<sup>th</sup> of each month.
- May 2018 – 148 staff with 93% completing required courses  
 June 2018 – 147 staff with 92% completing required courses  
 July 2018 – 144 staff with 93% completing required courses

**Recruitment: Please visit our website to link to the new BambooHR careers site – Recruitment reports attached.**

**General Updates:**

- Continuing to enhance our processes with BambooHR
- Successful completion of open enrollment and transition to fiscal year cycle
- Education postcards are being mailed and working on brochure update now
- Will begin work on updates to HR policies and procedures

**Financial Reports**

- Financial reports were submitted by Patty Flanagan.

## **EXECUTIVE DIRECTOR'S REPORT AND RECOMMENDATIONS**

Ingrid Barber provided the following report:

### **Agency Issues:**

1. Myers and Stauffer still has not finalized our 2017 ICF cost report.
2. There have been multiple meetings to discuss exceptions and high risk clients being seen at the clinic on a daily basis. The last meeting was held on June 25<sup>th</sup> to determine the three levels of criteria for clients who walk in in crisis and are taken to the Emergency Services area, those clients who are high risk and meet PACT level criteria-prolonged suicide/past history of attempts within the past 12 months, or those with extenuating circumstances who require a mercy fee forgiveness, either fees reduced or waived pending insurance verification or short-term forgiveness with financial monitoring.
3. Fiscal 2018 Budget Development/Local Funding – Letter of Notification from the Department of Behavioral Health and Developmental Services was received on June 19, 2018. The proposed FY18 Budget Summary will be provided in your packet.
4. Audit with Robinson, Farmer and Cox Associates – The agency audit is scheduled for August 27-28, 2018. An engagement letter will be signed by Ingrid Barber and Lisa Hicks. The letter explains the audit process, what they will be reviewing, what kind of reports will be produced, internal controls, management responsibilities, fees, etc. We will also engage with Mary Earhart, CPA, for year-end closure of our financial records to ensure we are in compliance. She will be here August 14 and 15, 2018.
5. Updated Disposal of AHCS Surplus Property included in your packet.
6. DBHDS completed a Case Management Quality Review on site on June 20, 2018, reviewing individual client records for clinical content, as well as looking for any errors in our data reporting. Challis Smith, lead reviewer and her team provided some helpful information to correct some data discrepancies, and overall very positive feedback regarding the clinical content of our case management documentation. As a response to the Independent Reviewer's report regarding the Department of Justice settlement agreement, the DBHDS reviewers were looking specifically at issues such as assessment of risk and case management follow up to identified risks or changes. A written report from DBHDS is forthcoming. Special thanks to our case managers, Lisa Pritt, Angie Goodbar, as well as Lynn Brackenridge and Adam Kenny.

### **Community Issues:**

1. The Allegheny CITAG, which includes members of each law enforcement entity, our Clinical Director, ES Supervisor, jail staff, Lewis-Gale Geripsych, and local officials met on July 3, 2018 to discuss application for grant for a CIT Assessment site. There was and has been ongoing support for this initiative, and AHCS plans to submit a grant proposal to DBHDS forensics department once the grant is announced. MOU's and letters of support will have to be exercised to support this effort. I will keep the Board informed regarding the progress of this grant.
2. The Department of Behavioral Health and Developmental Services Prevention and Wellness department awarded Allegheny Highlands Community Services \$10,000 to our Allegheny Highlands Healthy Youth Coalition to attend the CADCA Conference in Kissimee, Florida at the Gaylord Palms Resort & Convention Center on July 15-20, 2018. I plan to attend, along with three other members of the coalition and two kids from Allegheny High School. Since 1992, CADCA has demonstrated that when all sectors of a community come together – social change happens. CADCA is the premier membership organization representing those working to make

their communities safe, healthy and drug free. Their mission is preventing alcohol, tobacco and other drug abuse.

#### State/Regional Issues:

1. The State budget was passed and includes Medicaid expansion. For our catchment area, it is projected that we will gain approximately 400 people. This has the potential for an opportunity of increased CSB visibility in the communities. There will be a significant financial impact on the CSB if all of these individuals decide to pursue behavioral health services; however, the logistics of the impact are not fully known at this time. We are aware that our state funding will be decreased; however, it is hopeful that the ability to bill Medicaid directly for services will provide the opportunity to recoup funds. Medicaid expansion stipulates that CSBs would lose 11 million dollars in State General Funds in the first year and then another 26 million in the second year.
2. I was invited to attend the Safe Virginia Initiative stakeholder discussion on suicide prevention and extreme risk protective order laws on June 27, 2018 at Virginia Military Institute in Lexington, Virginia. The moderator was Delegate Chris Hurst from the 12<sup>th</sup> district – Blacksburg, Virginia. There were several members of the Virginia General Assembly present in addition to law enforcement officials from around the state. The taskforce is a working group focused on developing policy initiatives that will reduce gun violence in Virginia, and they are organizing events throughout the state. The task force is led by co-chairs Delegate Eileen Filler-Corn (41<sup>st</sup> district – Springfield) and Delegate Kathleen Murphy (34<sup>th</sup> district – McLean)
3. Region 1 CSBs and Western State Hospital have scheduled meetings with private hospitals on July 20, 2018 at the Charlottesville Region Ten CSB to facilitate both continued and improved collaboration between community and hospital providers.
4. A key topic of the Executive Directors session at the recent VACSB (Virginia Association of Community Service Boards) Conference was WaMS (Waiver Management System) the state electronic data management system. CSB staffs across the state, and our data management committees are working to develop a “bridge” for communication between electronic data management systems providing a transfer of waiver information already entered. With a state issued deadline of July 1, 2018, it is anticipated that the majority of CSBs will not be able to meet the deadline. The Board will be updated as information becomes available. Some revision to the State Community Services contract timeline is anticipated to reflect the delay in the release of the contract.

#### Public Policy:

1. Because the 2019 General Assembly session will be the second year of the biennium budget, funding for new initiatives is less likely compared to funding requests made at the beginning of the biennium budget. VACSB will most likely keep the same budget priorities as last year unless something dire comes forward. As well, keeping to just three priorities helps relay the importance of each one. **The three budget priorities VACSB will most likely have are: 1. STEP-VA-to preserve the \$15 million in 2020 for Outpatient Services 2. Additional Waiver slots beyond what is already allotted for 2019 and 2020. 3. Increase the EI Case Management Reimbursement Rate.**

#### OLD BUSINESS:

1. ICF Cost Report Update – AHCS received a refund of \$149,468.00 which was more than expected and was due to the ICF ceiling rate being increased.

2. Client Exception Protocol – This is a policy to identify individuals who are having challenges, have no money to pay on their account, or who need additional help. Several of these individuals will be taken off this list because they qualify for GAP services.
3. USDA Grant Updates – Because of USDA grants, AHCS is receiving three new vehicles, one of which is for the Public Guardianship Program. Ingrid and Patty will meeting with Rob Wilson on Friday about the vehicles.
4. Update on Disposal of AHCS Surplus Property – Four (4) vehicles were sold at auction for a total of \$4,750.
5. Update on Jail Services/CIT Update – AHCS is supplying the psychiatrist for the jail right now. In 2017, 202 inmates were seen and YTD through June 2018, 123 inmates have been seen.

NEW BUSINESS:

1. Audit with Robinson, Farmer and Cox Associates – The audit is scheduled for August 27-28. Mary Earhart, PLLC Consulting, will be here August 14-15 to work with Patty.
2. CADCA Conference – Ingrid gave an update on the CADCA conference she attended July 15-20 in Florida. The two high school parents and students who attended the conference hope to give presentations in the schools and community organizations in the near future. Ingrid would also like to get DSLCC more involved with the Coalition.
3. Medicaid Expansion – Ingrid provided spreadsheets with information regarding Medicaid Expansion which will take place on January 1, 2019. It is anticipated that our state funding will be cut and we expect to pick up approximately 1200 individuals in Covington and Alleghany County. DSS has been given funds to pay for two positions to help go through all the applicants.
4. Safe Virginia Initiative – Ingrid attended the Safe Virginia Initiative at VMI in July. Several members were present. These included legislators, mental health leaders and law enforcement, and gun control laws was one of the topics discussed.
5. VACSB Meeting Calendar for FY2018 and 2019 – The Public Policy Conference will be held at the Hotel Roanoke October 3-5, 2018. Any board members wishing to attend should contract Ingrid.
6. Approval of the FY2019 and FY2020 Performance Contract – Ingrid and Patty presented the Performance Contract.

MOTION: That the Board approve the FY2019 and FY2020 Performance Contract.

MOTION: Teresa Johnson

SECOND: Robin Mieras

VOTE: Unanimous

7. Approval of Grants

MOTION: That the Board approve the grant submitted by Sarah Schmidt to the Community Foundation for Bath, Rockbridge and Alleghany for \$2500 to purchase instruments for a new Music Therapy Program.

MOTION: Robin Mieras

SECOND: Connie Back

VOTE: Unanimous

MOTION: That the Board approve a grant submitted by Angie Goodbar to the Walmart Foundation for \$2,050 for exercise equipment for Life Skills.

MOTION: Robin Mieras

SECOND: Connie Back

VOTE: Unanimous

MOTION: That the Board approve a grant submitted by Angie Goodbar to the Community Foundation for Bath, Rockbridge and Alleghany for \$5,000 for the Community Engagement Program.

MOTION: Teresa Johnson

SECOND: Robin Mieras

VOTE: Unanimous

#### **ADJOURNMENT**

MOTION: That the July 26, 2018 regular meeting of the Alleghany Highlands Community Services Board be adjourned:

MOTION: Teresa Johnson

SECOND: Robin Mieras

VOTE: Unanimous

TIME: 5:08 pm

**Reminders: Thursday, September 20, 2018 Annual Meeting at Family Life Center 3:00-4:00 pm (mandatory for all employees)**

**Recovery 5K Run/Walk tentative date TBA**

**The VACSB 2018 Public Policy Conference will be held at the Hotel Roanoke and Conference Center on October 3-5, 2018.**

**NEXT MEETING:** The next scheduled meeting will be on Thursday, September 20, 2018 at 4:00 PM at the Family Life Center of First Christian Church in Covington. Annual Meeting to be held at 3:00 pm at the same location.