

MINUTES

REGULAR MEETING OF THE ALLEGHANY HIGHLANDS COMMUNITY SERVICES BOARD

Thursday, November 15, 2018

The Alleghany Highlands Community Services Board held the November Board meeting on November 15, 2018 at 12:00 p.m. at the Administration office located at 205 E. Hawthorne Street in Covington.

PRESENT: Anne Dean, Bill Gilliland, Connie Back, Teresa Johnson, Nolan Nicely

ABSENT: Lisa Hicks and Terrie Wright

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

Anne Dean, Vice Chair, called the meeting to order at 12:00 p.m.

Presentation of FY 2018 Financial Audit – Emily Viers, Robinson, Farmer & Cox (via phone)

Board Recognitions: Presentation of Certificates of Appreciation by Ingrid Barber to Anne Dean, Bill Gilliland, Connie Back, Teresa Johnson and Nolan Nicely. Special recognition given to Lisa Hicks, Chair (Absent) and Anne Dean, Vice Chair.

APPROVAL OF MINUTES OF September 27, 2018 REGULAR MEETING

MOTION: That the Board approve the minutes of the September 27, 2018 regular meeting.

MOTION: Bill Gilliland

SECOND: Teresa Johnson

VOTE: Unanimous

PROGRAM REPORTS

Mental Health & Substance Abuse

Cathy Schiffer presented the following report:

- On September 6th, Tiffany Bowser and Chelsea Dunaway attended the monthly CAPP (Community Alternatives for Positive Prevention) meeting and shared information regarding the Healthy Youth Coalition.
- Over 50 students at Rivermont School of the Alleghany Highlands participated in a “Smoking Stinks” fair on September 7th. Students participated in various hands on learning activities regarding the dangers of tobacco and smoking.
- Chelsea and Tiffany visited Covington High School, Alleghany High School and Jeter Watson Intermediate School in September to spread awareness regarding suicide and prevention of suicide.
- Prevention services participated in Hometown Halloween; it was a great opportunity to connect with both youth and their families.
- Sarah Schmitt, LCSW and Lindsey Livesay, LPC-S attended and completed the “Train the Trainer” workshop held by DBHDS for the DLA-20. The DLA-20 is an assessment instrument that will be

incorporated into the EHR and used as an outcome measure for each client beginning January 1, 2019.

- Sarah Schmitt and Sarah Deffinbaugh held an ASIST (Applied Suicide Intervention Skills Training) training on October 25th and 26th. A total of 14 people attended the training. All of the case managers for MH/SUD have now had the ASIST Training.
- Dana Hiner, RN and Dr. Pandit attended the VACSB Conference in Roanoke with experts on Medication Assisted Treatment of Opiates. Dr. Pandit was recognized as one of the finest Addictionologist in the state by her peers.
- The month of October has brought many new clients to Psychiatric Services and our adult psychiatric evaluations have almost doubled from September. Adult medication management visits are also on the rise.
- AHCS Clubhouse recently held a Halloween Party. Many fun games were enjoyed and a total of 17 members attended and 12 wore costumes.
- The Mental Health clinic has been preparing for the introduction of Medicaid expansion and how it impacts our clients. Numerous meetings and webinars were attended by staff to prepare for this transition that will be implemented on January 1, 2019.
- AHCS is in the process of developing roles for the hiring of Peer Specialists across the continuum of care. We are currently interviewing and implementing policies to allow the Peer Specialists to engage our clients in ES, ACCESS, IOP and CIT (if awarded).
- AHCS was informed by the state that the Zero Suicide funds would be awarded to our agency. Much of October was spent collecting, analyzing, and submitting the data to receive these funds.

Developmental Services

Angie Goodbar provided the following report:

- Alleghany Highlands CSB celebrated their 35th Anniversary at the Masonic Theater in Clifton Forge. Entertainment was provided by the developmental services clogging club called the “Pop Rockers”. They have been practicing for several months and performed at the DS Annual Picnic and for Relay for Life. The “Pop Rockers” will also be performing for an upcoming ceremony honoring former City Councilman, Mr. Bill Zimmerman.
- **Support Coordination:** The Department of Behavioral Health and Developmental Services allocated two waiver slot so AHCS. The Regional Waiver Slot Committee met in October and awarded two slots to individuals that were on the waiver wait list. Currently there are thirty eight individuals on the AHCS waiver waitlist. Four individuals are priority one, twenty two individuals are priority two, and twelve individuals are priority three.
The support coordinators continue to participate in the Credible Electronic Health Record trainings for successful transmission of the ISP/WaMS (statewide waiver management system) transfer. The support coordinators implemented the new ISP in Credible on Nov 1st. They are successfully transferring the VIDES (rise assessment) into WaMS without errors.
- **Community Involvement and Innovation:** AHCS Developmental Services set up a booth at the Clifton Forge Fall Festival the weekend of Oct. 19th-21st. The participants of the Life Skills Day Support Program made wreaths, wooden signs, decorative jars, and painted holiday pallets. Participants from the community engagement program manned the booth over the weekend while also spending time enjoying the festivities of the Fall Festival. The programs made over \$1,000 in proceeds from the sale. Employees and participants were interviewed and information was broadcasted by the Alleghany Journal.

- The support coordinators have coordinated a Mobile Dental Program with the Department of Behavioral Health and Developmental Service. This service is available to individuals that have not been able to obtain dental services in the past due to medical or behavioral barriers. Fifteen applications have been approved through DBHDS. The Mobile Dental Clinic will be available in the Parking lot of the Life Skills Day Support Program on Nov. 13th.
- Rebekah Greenfield, Community Resource Consultant visited the CSB twice, met with new employees, assisted with individual support plan training for case management and residential in-home. Leela Stone, Region 1 Project Manager met with the case managers and discussed housing initiatives.
- Brandi Brown, RN was hired as the Residential Administrator for Friendship Residence and Merryfield Residence. Dr. Crandall was hired as the new Medical Director for Merryfield Residence. AHCS initiated a new contract for pharmacy services with Covington Family Pharmacy Services in Covington, Va. New medication carts and all renewed medications were delivered to AHCS residential services starting Nov. 1st. AHCS is pleased to have pharmacy services locally.
- **Grants:** AHCS received \$750.00 for exercise equipment for the day support program from the Foundation of Rockbridge, Bath and Alleghany. Jennifer Jarvis, Community Supports Supervisor will accept the grant award at the ceremony on Nov. 7th at the Kendal in Lexington, Va.
- **The DS Director** attended the Regional DS Council and REACH Advisory Meetings. The DS Director attended the Public Guardianship Board Meeting and participated in the multidisciplinary team meetings for the guardianship program. The Director also attended the VACSB Conference Sept. 3rd-5th. A. Goodbar attended a training in Richmond on the new DD Regulations to be approved in 2018. The Director has coordinated meetings to prepare for the Department of Rail and Public Transportation Audit on Dec. 5th. Preliminary documents were mailed to DRPT for review in preparation for the on- site audit.

Upcoming Events:

- Annual Developmental Services Christmas Party – Dec. 4th at 6:00 pm.

Quality Improvement

Lynn Brackenridge provided the following report:

UR, Compliance and EHR:

- Incident Reports Processed – 33 in September and 49 in October
 - # CHRIS Reportable – 15 in September and 25 in October
 - Safety Inspections – 4 in September and 2 in October
 - Level II RCA – 21 in September and 22 in October
 - Level III RCA – 3 in October
- As of 9/1/18 Root Cause Analysis (RCA) must be conducted on all Level II or Level III incident reports. The types of incidents that fall in the categories of Level II or III are listed below:

Level II

- Serious Injury
- Missing Individual
- Emergency room or urgent care visit when not used in lieu of a primary care visit
- An unplanned psychiatric or medial hospital admission
- Choking incidents that require direct physical intervention by another person

- Ingestion of any hazardous material
- Diagnosis of the following: bowel obstruction, decubitus ulcer or increase in severity level, or aspiration pneumonia

Level III

- Death of an individual
- A sexual assault of an individual
- A serious injury of an individual that results in or likely will result in permanent physical or psychological impairment
- A suicide attempt by an individual admitted for services that result in a hospital admission

CAPS:

9/5/18 – ICF – DBDHS Licensure CAP

10/22/18 – DD-CM – DBHDS Licensure CAP

Other:

Participation in Meetings/Trainings/Committees by QI staff:

- VACSB QL Meeting and VA Credible Users Meeting
- Agency wide Earthquake drill conducted Thursday, October 19th
- Table top drill rescheduled for November 13, 2018 at Merryfield ICF
- Evacuation drill scheduled for Merryfield for November 20th

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 to evaluate DMAS, Licensure, Agency Workflow Compliance and Best Practice.

SAFETY schedule:

- Service Modification Merryfield ICF submitted for bedroom #1 - remove linoleum and replace with floating vinyl tile. Renovation completed.
- Service Modification for Merryfield ICF will be submitted September 24, 2018 – replace bathroom floor with floating vinyl tile and ADA shower unit in bedroom 4. Start date has been delayed due to manufacturer delay.

QI Projects:

- Unapproved visits have significantly decreased.
- Agency policies finalized.

Human Resources

Crystal Homer reported the following:

Loss Report:

- Worker's Comp Claims –
 - 3 new claims, 2 in September and 1 in October
- Auto Claims – \$1,359.65 YTD
 - Auto Physical Damage – \$8,621.20 incurred all for Agency owned vehicles
 - Auto Liability Claims – \$3,218.57 incurred, \$2,000 pending

- Property Claims – general liability claim pending
- Coaching has begun of those with vehicle incidents. We will begin implementing drug screens for vehicle incidents in the near future.

Separation:

See attached turnover reports from BambooHR

Staff Development:

- The following shows compliance (YTD) for required mandatory training courses. This report is completed around the 15th of each month.

January 2018 -144 staff with 96% completing required courses

February 2018 -147 staff with 95% completing required courses

March 2018 -145 staff with 93% completing required courses

April 2018 -146 staff with 94% completing required courses

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

August 2018 – 142 staff with 95% completing required courses

September 2018 – 142 staff with 94% completing required courses

October 2018 – 140 staff with 96% completing required courses

Recruitment: Please visit our website to link to the new BambooHR careers site

Recruitment reports attached

General Updates:

- Preparing for voluntary plans open enrollment
- Jingle Mingle planning, date is 12/7
- Working on updates to HR policies and procedures
- Attended VRS, Hybrid Disability and Employment Law Seminars
- 60-day surveys have been implemented and successful in obtaining constructive feedback
- In-person recognitions by the Leadership Team across the agency have begun and will continue
- Beginning supervisory/leadership classes in November for all supervisors
- Mental Health First Aid and ASIST training is posted on the Agency Facebook and Eventbrite, please share

IT Manager Report:

Adam Kenny provided the following report:

Duties performed or in progress since September 2018:

Help Desk:

- Total number of Credible Requests - 615
- Total number of IT Tickets - 1346

EHR:

- Assisted with form changes in DD and MH

- Made required changes for new WaMS implementations
- Made VIDES and ISP live in Credible for DS-CM
- Attended trainings for new WaMS Credible integration
- Submitted monthly CCS Report
- Created billing report for LifeSkills
- Setup and configured Credible to work with DLA-20

Hardware and Networking:

- Setup VPN access on new Sonicwall Router
- Met with multiple contractors for quote on phone system and wiring

Other:

- Completed Evidence based treatment survey
- Completed FIPS report
- Setup for annual meeting and agency 35th anniversary
- Attended monthly DMC meeting
- Attended quarterly Credible User Group Meeting
- Attended reimbursement meeting
- Attended by-weekly leadership meetings
- Presented in new hire orientation
- Submitted monthly CCS report

Financial Reports

- Financial reports were submitted by Patty Flanagan.

EXECUTIVE DIRECTOR’S REPORT AND RECOMMENDATIONS

Ingrid Barber provided the following report:

Agency Issues:

1. Although January 1, 2019 is the effective date of Medicaid Expansion, The Virginia Department of Medical Assistance Services will begin accepting applications Nov. 1 from residents who are newly eligible for Medicaid. Gov. Ralph Northam announced this information on October 18, 2018. It is also the expectation of Dr. Hughes Melton, Commissioner of DBHDS, is that the CSBs assist with enrollments. Single adults making up to \$16,754 a year or a family of three making up to \$28,677 now qualify for Medicaid.
2. CIT Grant Update-no word has been received on the award of the grant.
3. The Primary Care initiative with Carilion has been rescheduled to December 3, 2018 due to schedule conflicts. I plan to reach out to the Alleghany Foundation Executive Director, Mary Fant Donnan, to discuss our plans for primary care integration.
4. Jail Services update-(Chart below)

Therapy MRT Program	Males	Females
Total admissions	57	47
Transfers to other correctional facilities	12	16
Releases from ARJ	6	5
Total dropouts	30	21

Katie Lewis, our employee who is licensed eligible, is onsite one day per week, and continues to offer gender specific MRT (Moral Reconition Training) therapy groups. Participation in the groups is voluntary, with jail administration approval.

5. DBHDS Update on the Extraordinary Barriers List, DAP plans, State Hospital Census, and Waiting List for Waiver Services - Census = 6 currently in state hospitals. 5 at Western State, 1 at Catawba, 1 on the Extraordinary Barriers List waiting for the conditional release. We currently have 5 ongoing DAP plans, and we are serving 4 individuals who have plans currently being held by other CSBs. We also have 1 one time plan.

There are 36 individuals on the waiver wait list and 2 are in priority one-category, 22 in priority two, and 12 in priority three.

6. The Merryfield RFP was awarded to Seal-Tite in the amount of \$ \$32,253. Approval will be required by Board with work to be completed in April 2019.
7. Approval of 2019 Agency Holiday Calendar and Pay Dates-adding November 27, 2019 ½ day and December 23, 2019 full day.

Community Issues

1. I attended the Covington City Council meeting on October 9, 2018 with Sheriff Kevin Hall and Chief Anthony Morgan to request funding for a Polycom Magistrate System to be placed in the hospital emergency department. If we awarded the CIT grant, both local governments were asked to purchase a Polycom Magistrate System in the amount of \$8,236.00. The one time cost of would require Covington's contribution to be \$2,142 and Alleghany's contribution would be \$6,094 using the 74%/26% split. Covington unanimously approved their funding. I will attend Alleghany County's meeting on November 7, 2018.

State/Regional/Federal Issues

Public Policy

1. Please be reminded of the next VACSB Legislative Conference being held at the Hilton Downtown Richmond Hotel from January 22-23, 2019.

OLD BUSINESS:

1. Merryfield RFP for Drainage System - The RFP was awarded to Seal-Tite for approximately \$32,253. Work to be completed April 2019. No mold was found nor were there structural issues.

MOTION: That the Board approve the RFP with Seal-tite in the amount of \$32,253.

MOTION: Connie Back

SECOND: Teresa Johnson

VOTE: Unanimous

NEW BUSINESS:

1. Polycom Magistrate System – This is part of the CIT grant in the amount of \$8,029.00. Covington and Alleghany County agreed to pay upon approval of the grant.
2. Approval of 2019 Holiday Calendar and Pay dates – AHCS 2019 holiday schedule includes ½ day on November 20st prior to 21st and 22nd Thanksgiving holiday and propose to add December 23rd the day before Christmas Eve as a day off.

MOTION: That the Board approve the 2019 Holiday/Pay Schedule Calendar

MOTION: Bill Gilliland

SECOND: Connie Black

VOTE: Unanimous

3. Acceptance of FY2018 Audit – Form 990 to be completed before end of the year.

MOTION: That the Board approve and accept the FY 2018 Financial Audit

MOTION: Bill Gilliland

SECOND: Teresa Johnson

VOTE: Unanimous

4. FY 2018 FIPS report – Information is included in the packet
5. Calendar of Board Meeting Dates for 2019 – Information Included in packet
6. By-Laws of Alleghany Highlands Community Services – reviewed for changes/updates. Changes were corrected to the number of Board members in By-Laws

MOTION: That the Board approve the updated By-Laws for 2018:

MOTION: Teresa Johnson

SECOND: Nolan Nicely, Jr.

VOTE: Unanimous

7. Nominating Committee Report on Appointment of 2018 Officers – Bill Gilliland and Robin Mieras

MOTION: That the Board approved the slate of officers as presented below:

Lisa Hicks, Chair, Anne Dean, Vice Chair and Teresa Johnson, Secretary

MOTION: Bill Gilliland

SECOND: Nolan Nicely

VOTE: Unanimous

8. Reappointment of Terrie Wright for a 1st term, Resignation of Robert Johnson and appointment of Brenda Woodie, Resignation of Robin Mieras and appointment of Robert McCallister – Information included in the packet
9. Next VACSB Conference-Legislative Conference – January 22-23, 2019 Richmond Hilton Downtown Richmond, VA

CLOSED SESSION

CODE OF VIRGINIA: PERSONNEL 2.2-3711 A (I)

MOTION: That the Board enter closed session to discuss Personnel Matters, as authorized by the Code of Virginia Section 2.2-3711A (I):

MOTION: Teresa Johnson

SECOND: Bill Gilliland

VOTE: Unanimous

TIME: 12:23 pm

CERTIFICATION OF EXECUTIVE SESSION

A signed roll call was taken for each member present who certified that to the best of the member's knowledge that:

Only public business matters lawfully exempted from opening meeting requirements by Virginia law were discussed in the closed meeting to which this certification applies; and only such public business matters as were identified in the motion convening the closed meeting were heard, discussed or considered by the Alleghany Highlands Community Services Board.

Reconvene Regular Session:

MOTION: Teresa Johnson
SECOND: Bill Gilliland
VOTE: Unanimous
TIME: 12:37 pm

MOTION: That the Board approve the Executive Director's Performance Evaluation:

MOTION: Teresa Johnson
SECOND: Nolan Nicely, Jr.
VOTE: Unanimous

MOTION: That the Board approve the Executive Director's Salary Increase by COLA/Mertif if offered to other agency employees:

MOTION: Bill Gilliland
SECOND: Teresa Johnson
VOTE: Unanimous

MOTION: That the Board approve recommended changes to the Executive Director's contract:

MOTION: Teresa Johnson
SECOND: Bill Gilliland
VOTE: Unanimous

MOTION: That the Board authorize the Chair to sign a new annual contract for the Executive Director:

MOTION: Connie Back
SECOND: Teresa Johnson
VOTE: Unanimous

ADJOURNMENT

MOTION: That the November 15, 2018 regular meeting of the Alleghany Highlands Community Services Board be adjourned:

MOTION: Teresa Johnson
SECOND: Connie Back
VOTE: Unanimous
TIME: 1:15 pm

Agency Holiday Party-December 7, 2018 @ 3:00 pm to 5:00 pm Historic Masonic Theatre

NEXT MEETING: The next scheduled meeting (Board Member Training/Work Session) will be on Thursday, January 17, 2019 at 4:00 PM at the Administration Office located at 205 E. Hawthorne Street in Covington, Virginia.