

MINUTES

REGULAR MEETING OF THE ALLEGHANY HIGHLANDS COMMUNITY SERVICES BOARD

Thursday, September 27, 2018

The Alleghany Highlands Community Services Board held the September Board meeting on September 27, 2018 at 4:00 p.m. at the Administration office located at 205 E. Hawthorne Street in Covington.

PRESENT: Anne Dean, Lisa Hicks, Robin Mieras, Bill Gilliland, Connie Back, Teresa Johnson

ABSENT: Nolan Nicely, Robert Johnson and Terrie Wright

Also present: Ingrid W. Barber, Executive Director; Adam Kenny, IT Manager; Crystal Homer, Human Resources Manager, Patty Flanagan, Finance Manager, Lynn Brackenridge, QI Manager

Also absent: Angie Goodbar, Director of Developmental Services, and Cathy Schiffer, Director of Mental Health and Substance Use Services.

Lisa Hicks, Chairman, called the meeting to order at 4:25 p.m. She thanked Anne Dean and her mother for the donation.

APPROVAL OF MINUTES OF July 26, 2018 REGULAR MEETING

MOTION: That the Board approve the minutes of the July 26, 2018 regular meeting.

MOTION: Anne Dean

SECOND: Bill Gilliland

VOTE: Unanimous

PROGRAM REPORTS

Mental Health & Substance Abuse

Due to the absence of Cathy Schiffer, Ingrid Barber presented the following report:

- On July 10th, Sarah Schmitt presented at the City of Covington Police Department. She educated the officers on Virginia laws and codes surrounding the ECO and TDO processes.
- Our monthly Healthy Youth Meeting was held on July 19th at Jeter Watson Intermediate School. There was a great turnout of community members. Chief Anthony Morgan of the Covington Police Department was the guest speaker.
- On August 1st – 3rd, Tiffany Bowser and Chelsea Dunaway attended a three day CADCA (Community Anti-Drug Coalitions of America) training.
- On Wednesday, August 8th, Governor Northam held a community meeting at Covington's Farmers Market with the Economic Development Authority to show support for the development and investment in rural communities.
- On August 11th, our coalition participated in Street Scene. Information on drug use, goody bags and popcorn were handed out.
- Prevention set up a booth at the Alleghany vs. Covington football game on August 24th hoping to gather interest in our Health Youth Coalition and share information. Lock boxes, trigger locks and gun locks were handed out along with agency stress balls.

- Adult Mental Health Case Management welcomed our new Case Manager, Emily Bartley. Emily graduated from Liberty University with a Bachelor's of Science in Interdisciplinary Studies with an emphasis in Social Science, Human Sciences and Natural Sciences. During the spring of her junior year, she completed the required human services internship with Allegheny Highlands Community Services. She was accepted into the Liberty University's Master of Arts: Human Services Counseling: Additions and Recovery, and plans to begin classes in Spring 2019
- The Administrative Support Services staff welcomed Melissa Linkenhoker. Melissa will be working in our Administrative Assistant Billy Authorizations position. She comes to us from Lewis Gale Allegheny Regional where she worked in registration for 30 years.

Developmental Services

Due to the absence of Angie Goodbar, Ingrid Barber provided the following report:

- Support Coordination: AHCS was awarded two waiver slots from the Department of Behavioral Health and Developmental Services. Currently there are forty one individuals on the waitlist. Five individuals are Priority One, Twenty two on Priority Two, and fourteen on Priority Three. The support coordinators have completed the ISP Training Modules and are in the process of learning how to utilize Credible Plan in order to implement the Credible/WaMS data conversion. The supervisor has been trained to run an error report and run new monthly data elements to ensure accuracy on the data dashboard.
- Residential Services: Merryfield Residence continues to be at capacity with nine residents. Merryfield has one person on the waitlist for services. Friendship is an eight bed group home with six occupants. There is one individual on the waitlist for services. Friendship is an eight bed group home with six occupants. There is one individual on the waitlist for Friendship and the admission is contingent on the availability of a waiver slot.
- Innovation: The Life Skills Day Support Program implemented several changes to improve the time spent with the participants as well as the quality of services being delivered. The desks and computers were removed from the classrooms/activities stations so employees would have less distractions and would be fully engaged with the individuals. Each employee has designated paperwork time in an office area without interruptions. The day program reopened the canteen which helps the participants establish customer service skills and money management. The canteen is open to participants and employees visiting for agency training. Day support participants have started recycling cans as a skill development exercise and also fundraiser for the programs.
- Developmental Services continues to evaluate processes to become more effective and efficient. We worked collaboratively with quality assurance and IT to change the overnight shift note for residential services to decrease the amount of visits that need to be completed overnight. In the past, the night shift completed over 50 visits in the electronic health record and now they complete one visit for each resident. This results in 8 or 9 visits a night. A referral form was entered into the electronic health record to refer between the MH and DS programs. The comprehensive assessment was added to all developmental services programs.

Upcoming Events:

- Annual Picnic at AET Park on September 21st at 11:00 am.

Quality Improvement

Lynn Brackenridge provided the following report:

UR, Compliance and EHR:

- Incident Reports Processed – 43 in July and 42 in August
- # CHRIS Reportable – 16 in July and 18 in August
- Safety Inspections – 0 in July and 0 in August

CAPS:

8/1/18 – ICF – DBDHS Licensure CAP
8/17/18 – MH CM – DBHDS Licensure CAP

- DBHDS CSB Case Management Quality Review Improvement Review conducted 6/20/18. Quality improvement recommended action plan in process to improve efficiency within the Agency.

Other:

Participation in Meetings/Trainings/Committees by QI staff:

- Safety Meetings July and August, VACSB QL Meeting and Regional Nursing Meeting in July
- Earthquake drill scheduled for October
- Table top drill scheduled October 16, 2018 at Merryfield ICF
- Hazard Vulnerability Analysis scheduled September 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 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. Start date for modification is slated for October 17, 2018.
- Services 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 for modification is slated for November 1, 2018.

QI Projects:

- Unapproved visits have significantly decreased.
- Policy Committee finalizing agency policies.
- Implementation of emergency regulations

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 – costs pending accidents in July/August
 - Auto Liability Claims – \$2,000 incurred, others pending
- Property Claims – general liability claim pending

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 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

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; see new employee satisfaction survey attached
- Preparing for voluntary plans open enrollment
- Jingle Mingle planning, date is 12/7
- Working on updates to HR policies and procedures

IT Manager Report:

Adam Kenny provided the following report:
Duties performed or in progress since May 2018:

Help Desk:

- Total number of Credible Requests - 656
- Total number of IT Tickets - 1297

EHR:

- Assisted with form changes in DD and MH
- Made required changes for new WaMS implementations
- Attended trainings for new WaMS Credible integration
- Submitted final year end CCS data

Hardware and Networking:

- Converted Covington locations over to fiber internet and phone services
- Installed and configured new routers and switches for locations switching over to Shentel fiber
- Completed wiring changes at Admin, Merryfield, New Beginnings, and Mental Health for Shentel fiber installation
- Submitted FLSA contract for new wireless monitoring system

Other:

- Completed Child and Adolescent survey
- Started researching Microsoft teams for use with front office staff at the clinic
- Attended monthly DMC meeting.
- Attended quarterly Credible User Group meeting.
- Attended reimbursement meeting.
- Attended bi-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. Finance staff continue to monitor developments as related to state general fund SGF reductions related to Medicaid Expansion. As reported, as part of the funding for Medicaid expansion, CSBs in Virginia will see a SGF cut totaling \$11.1 million in FY19 and \$25 million in FY20. With more individuals eligible for Medicaid, it is thought that CSBs will be able to make up the difference with Medicaid billing for services provided. Staff are also planning to collaborate with DSS to work on the application process for individuals served who will likely be eligible for Medicaid under expansion.
2. There are some concerns with the structure and back-up protocol with our DARS/Public Guardian Partnership Program. Questions loom around how the guardian, Amanda Webb, is

being managed and directed, the IRS structure, the CSB responsibility, and back-up protocol in Amanda's absence or if she becomes incapacitated. I have decided to turn this over to our attorney for direction and guidance in regard to future operations. I will plan to provide a report back at the next meeting and keep the Executive Committee of the CSB informed of any guidance from our attorney.

3. I met with Greg Matheson, CEO of Carilion Stonewall Jackson Hospital, along with Bill Wasserman, Lorrie Danco, and Kim Roe of Carilion in Roanoke, Virginia via conference call on August 23, 2018 to share some general thoughts and initial discussions regarding an integrated primary care and behavioral health model in our clinic. This would fulfill the obligations of Step-VA. STEP-VA is based on a national best practice model that requires the development of a set array of deliberately chosen services that make up a comprehensive, accessible system for those with serious behavioral health disorders. Primary care screening and monitoring is a component of this model. This group has decided to come out to the clinic to tour and will invite the Alleghany Foundation as a partner in this initiative. The tour date is scheduled for September 21, 2018.
4. Alleghany Highlands Community Services has applied for a criminal justice diversion proposal with DBHDS to identify, divert, and connect juvenile offenders who have mental health needs with treatment at the earliest point of contact with the juvenile system. The grant is in the amount of \$211,327.00. The long-term objective is to help those youth who offend the law, develop a pro social peer group, avoid drug and alcohol dependency, receive mental health treatment as needed, develop self-control and a pro-social belief system. AHCS should find out about the grant on or before September 24, 2018.
5. A Request for proposal (RFP) was written and placed on our website on August 16, 2018 for a crawl space drainage system for Merryfield Residence ICF-IDD. A pre-bid meeting was held at the facility on September 5, 2018 at 3:00 pm, and submission deadline is scheduled for Thursday, September 13, 2018 at 2:00 pm.
6. I attended the Alleghany County Board of Supervisors meeting on Tuesday, September 4, 2018 with Patty Flanagan, Anne Dean, and Lisa Hicks to present the FY 2019/2020 Performance Contract for approval under the code of Virginia. The performance contract was approved unanimously with no questions. We will attend the Covington City Council meeting on Tuesday, September 11, 2018 at 6:30 p.m. I will provide an update at the Board meeting on the approval for City of Covington.

Community Issues:

1. The Alleghany CITAG which includes members of each law enforcement entity, our Clinical Director, ES Supervisor, jail staff, Lewis-gale Geri psych, and local officials met on September 11, 2018 to work on grant application for a CIT Assessment site located in the Emmett Clinic section of Lewis Gale Hospital Alleghany. The meeting lasted for several hours, and almost all of policies and procedures, agreements, questionnaires, etc. were completed. We are consulting with our former Clinical Director, Felicia Prescott on this project. The group intends to meet again on September 26, 2018 at 9:00 am to finalize the grant. The grant will be submitted on or before October 1, 2018, and the CITAG group will be notified in January if we are awarded the grant.
2. I attended a ribbon cutting for the League of Older Americans Office on Aging in Roanoke, Virginia on August 23, 2018 as the Alleghany Highlands Representative to celebrate a new LOA central office located at 4932 Frontage Road, NW. Guided tours and refreshments were provided. In attendance were dignitaries such as Roanoke City Council, Senator John Edwards, Gwen Mason with Senator Kaine's office, and DARS.

3. I attended with Crystal Homer and Cathy Schiffer an announcement with the Governor of Virginia and the Alleghany Highlands Economic Development Corp on Wednesday, August 8, 2018. The Alleghany Highlands area has received \$45,000 in state funding to encourage the growth of small business in Covington and Clifton Forge. Gov. Ralph Northam visited the farmers market in downtown Covington to make the announcement before business owners, Democratic and Republican lawmakers and local officials. The funding from the Virginia Department of Housing and Community Development will be used to conduct business plan competitions and connect the entrepreneurs with training.

State/Regional Issues:

Public Policy:

1. CSBs have yet (as of 8/27/18) to receive final budget numbers for Fiscal Year 2019. This is important for us to fully understand our Medicaid Expansion budget reduction figures.
2. DBHDS has initiated a major reorganization of its' internal offices and management structure. A revised organizational chart is attached.

OLD BUSINESS:

1. Medicaid Expansion – Ingrid provided an update on the general fund SGF reductions. Funds will definitely be cut and we opted to have the cuts effective April 2019. The figures show \$76,000 the first year and \$135,000 the second year. A meeting was held with DSS to discuss Medicaid enrollments.
2. CIT Update – The CIT group met on September 26, 2018 to finalize the grant. Everyone seemed very engaged and relationships with the local officers have strengthened. The proposal will be submitted October 1st with an effective date of January 1, 2019. We should be notified of the award within 30 days. The CIT group will tour the hospital on Monday, October 1st to look at available space.
3. DARS Update – There have been questions regarding backup for Amanda's position. This has been turned over to our legal team, Woods Rogers & Hazelgrove to review. A determination needs to be made as to whether Amanda is an employee of DARS or Alleghany CSB and who would be her backup in the event of sickness.

NEW BUSINESS:

1. Jail Diversion Grant – Alleghany CSB worked on another grant related to criminal justice and juveniles. DBHDS's grant was geared more towards adults. We think that because ours was geared to children, it was not accepted. We have reached out to Laura Dascher and Sandra Crawford, Director of the 25th District, to see if this is something we could apply for through other grantors.
2. Request for Proposal Merryfield ICF/IDD – A prebid meeting was held and the RFP was sent out on September 6th, with only 2 responses back. The RFP was awarded to Seal-Tite for approximately \$32,000. A service modification will need to be done for licenser approval. No mold was found nor were there structural issues. We will have to pay for some electrical cost.
3. Holiday Schedule – AHCS holiday schedules are ½ day November 21st, and the 22nd and 23rd for Thanksgiving. We will close for Christmas December 24th and 25th. This year the 31st was added because it is considered a state holiday.
4. Status of Approval of the FY2019 and FY2020 Performance Contract – The performance contract was approved unanimously by both local governments.

5. Establish Nominating Committee for Officers & Executive Committee for FY2019 –A slate of officers has to be submitted and approved at the next board meeting. Bill Gilliland and Robin Mieras have been selected for the nominating committee.
6. 2018 Public Policy Conference – Several from Alleghany CSB will attend the VACSB conference on October 2-5 at Hotel Roanoke. The board was invited to attend even if just for a day.
7. DBHDS Visit - Dr. Hughes Melton, Commissioner to Department of Behavioral Health and Developmental Services, is currently scheduling visits to CSBs and facilities across the state. Due to his tight schedule it may be later October or early November before he can visit Alleghany CSB. The plan is for him to meet with the leadership team and visit ICF, Admin, New Beginnings, Clubhouse and the Clinic. It is important that he be made aware of the limited resources and challenges in Alleghany County.

ADJOURNMENT

MOTION: That the September 27, 2018 regular meeting of the Alleghany Highlands Community Services Board be adjourned:

MOTION: Lisa Hicks

SECOND: Bill Gilliland

VOTE: Unanimous

TIME: 5:20 pm

Reminders: 35th Anniversary Celebration of Alleghany Highlands Community Services-October 18, 2018 at Historic Masonic Theatre @ 3:00 pm to 5:00 pm

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

NEXT MEETING: The next scheduled meeting will be on Thursday, November 15, 2018 at 4:00 PM at the Administration Office located at 205 E. Hawthorne Street in Covington, Virginia.