

MINUTES

REGULAR MEETING OF THE ALLEGHANY HIGHLANDS COMMUNITY SERVICES BOARD

Thursday, May 16, 2019

The Alleghany Highlands Community Services Board held the May Board meeting on May 16, 2019 at 4:00 p.m. at the Admin office located at 205 E. Hawthorne Street, Covington, VA.

PRESENT: Lisa Hicks, Anne Dean, Teresa Johnson, Connie Back, Nolan Nicely, Brenda Woodie, Terrie Wright

ABSENT: Bill Gilliland, Bob McCallister

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

Lisa Hicks, Chair, called the meeting to order at 4:00 p.m.

Program Update-Healthy Youth Coalition-Chelsea Dunaway gave a brief presentation titled "A Year in Review", which included information on the Healthy Youth Coalition and prevention strategies being used to combat drugs, alcohol and opioids, as well as suicide prevention.

APPROVAL OF MINUTES OF March 21, 2019 REGULAR MEETING

MOTION: That the Board approve the minutes of the March 16, 2019 regular meeting.

MOTION: Anne Dean

SECOND: Terry Wright

VOTE: Unanimous

Communications: Letter to the Editor (May is Mental Health Month) written by Ingrid Barber
Thank You Letter-Alleghany Highlands Chamber of Commerce & Tourism – Thank you letter from Teresa Hammond for AHCSB's table sponsorship at the 40th Annual Dinner Meeting.

PROGRAM REPORTS

Mental Health & Substance Abuse

Cathy Schiffer presented the following report:

- As active members of the Lock and Talk Virginia Initiative, Prevention recently purchased billboard space in the Carpenter Drive area of Covington to share the important message of locking your medications with the community.
- AHCS partnered with Special Olympics, student athletes and volunteers to provide the "Together We Have No Limits" basketball tournament. Our Healthy Youth Coalition had an information table set up to distribute goody bags.
- Chelsea Dunaway and Tiffany Bowser trained 5 individuals in Adverse Childhood Experiences, ACES, on March 22nd. This was their 2nd training and the first that was open to community members.
- On March 27th, three Case Management staff attended a presentation at DSLCC in regards to knowing the signs of human trafficking. "A New Look at Human Trafficking Through a

Community Lens” is a collaborative effort of DSLCC, Project Horizon in Rockbridge County and Safehome Systems in the Alleghany Highlands.

- Our Outpatient Psychiatric department is continuing their efforts to renew certification with the Veterans Administration to begin seeing our veterans again through telehealth. During this process, we have maintained contact with the veterans who are progressing.
- Medication visits with our doctors have increased by 25 clients for the month of March.
- Beginning July 1st, Outpatient Psych department will start STEP VA Primary Care. Trudy Wood has decided to go full time and take this position. Nurses will get girth, vitals, height, and weight. Labs will also be ordered for baseline blood sugars. Clients may also be screened for suicidality or inability to care for self. We are designing policies for these procedures.
- On April 5th, Chelsea Dunaway and Tiffany Bowser participated in the Reality Fair at Alleghany High School. Students chose what type of communication devices they would have and how much of their “paycheck” would be required to support their lifestyle.
- On April 6th, Chelsea and Tiffany held a recruiting session for Healthy Youth with members of our local 4-H Club.
- April 27th was National Prescription Take Back Day. Our Healthy Youth Coalition teamed up with the Alleghany County Sheriff’s Office and Covington Police Department to collect approximately 152.5 lbs. of medications.
- Healthy Youth Coalition members participated in the After Prom for Covington High School on April 27th. Prizes and t-shirts were given out to students who completed the Prevention Scavenger Hunt.

Developmental Services

Angie Goodbar provided the following report:

- Community Involvement and Innovation: Developmental Services partnered with REACH-Western Region to provide “Acquired and Traumatic Brain Injury Training” to the community. There were over forty attendees present. AHCS was pleased to have Dr. Jill Hamlin return on April 29th and 30th to train on “Autism, Behavior, Health, and DSP competencies”. The training was conducted at Dabney S. Lancaster Community College.
- Support Coordination: Lisa Pritt, Support Coordination Supervisor, gave a presentation on developmental services and waiver at the Alleghany County Public School Board Meeting at AHS on March 18th. The support coordinators attended multiple trainings including the “Developmental Disabilities and Co-Occurring Mental Health Conditions” training conducted by REACH and NADD in Roanoke, Va. The support coordination team supported individuals at the Odd Fellows 2019 Special Needs Fishing Day on April 27th.
- Day Support Programs: The individuals that attend Life Skills Day Support Program participated in the Nationwide Tornado drill and the supervisor assessed the effectiveness of the drill. The individuals have been participating in a recycling program for the past couple months. They recycled donated cans in order to make money for community events and activities. They were able to make approximately \$30.00 last month. The recycling tasks promote positive self-esteem and self-worth. A representative from Safehomes continues to provide a “Healthy Relationships” group monthly at Life Skills Day Support Program.
- Residential Programs: Merryfield Residence is at full capacity with all nine beds filled. Friendship Residence has one vacancy and seven beds filled.
- Infant/ Toddler Program: Mary Ellen, IE Supervisor, attended the monthly Local System Managers Meeting and also had a phone conference with our system's technical assistance

person to discuss their findings on the annual record review (ARR). The ARR captures the requirements that a plan is written for eligible children within 45 days; that services begin within 30 days of the signing of the plan; and that transition activities occur within timelines. This system was found to be at 100% compliance in all areas, and a formal notification will be issued soon.

- Grants:
Developmental Services was awarded \$4,000 from Wells Fargo to pave the driveway at Friendship Residence.
- The DS Director attended the Regional DS Council and REACH Advisory Meetings. The DS Director attended the Public Guardianship Board Meeting, multidisciplinary team meetings, and the Guardianship Conference in Staunton. The Director participated in the Provider Innovations Conference in Richmond, ICF Roundtable Meeting in Richmond, the Autism and Research Conference at Va. Tech, and the VACSB Conference in Williamsburg.

Quality Improvement

Lynn Brackenridge provided the following report:

UR, Compliance and EHR:

- Incident Reports Processed – 46 in March and 40 in April
 - # CHRIS Reportable – 19 in March and 14 in April
 - Safety Inspections – 0 in March and 1 in April
 - Level I RCA – 27 in March and 26 in April
 - Level II RCA – 17 in March and 10 in April
 - Level III RCA – 2 in March and 4 in April
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- 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:

5/1/19 – Life Skills – DBDHS Licensure CAP

Other:

Participation in Meetings/Trainings/Committees by QI staff:

- Safety Meetings and VACSB Credible Users Meeting

AUDIT schedule:

- SAPT Grant Review April 2-3, 2019, awaiting response
- Zero Suicide review scheduled for May 9, 2019

SAFETY schedule:

- Floor installation complete New Beginnings
- Seal-tite project near completion – Merryfield Residence

QI Projects:

- Evaluate and potential implementation of E-MAR-reschedule visit to Horizon BH
- Evaluate and potential implantation of Inpatient Module-reschedule visit to Horizon BH
- Partnering with Credible to improve workflows, improve efficiencies, and create reports
- Comprehensive Needs Assessment
- Agency Policy & Procedure review in process

Human Resources

Crystal Homer reported the following:

Loss Report:

- Worker's Comp Claims –
 - \$47,000 incurred from 9/2018 knee injury, \$359.82 incurred from fall in 9/2018; both injuries DS area
- Auto Claims – \$1,359.65 YTD
 - Auto Physical Damage – \$7,505.26 incurred fiscal YTD, subrogation from carrier reduced amount from last report
 - Auto Liability Claims – \$4,163.12 incurred fiscal YTD, no changes from last report
- Property Claims – general liability claim still pending

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
November 2018 -142 staff with 97% completing required courses
December 2018 -139 staff with 96% completing required courses
January 2019 -143 staff with 90% completing required courses
February 2019 -141 staff with 95% completing required courses
March 2019 -139 staff with 95% completing required courses
April 2019 -138 staff with 96% completing required courses

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

Recruitment reports attached

General Updates:

- Open enrollment is going on now
- Working on updates to HR policies and procedures
- Annual Report and brochure update complete, community resource card completed
- Partnering with finance on timekeeping implementation
- Supervisory/leadership sessions are ongoing and broken down into a series type program
- Attended VASHRM Conference and VACSB Conference
- Check out our events on Facebook and share!

IT Manager Report:

Adam Kenny provided the following report:
Duties performed or in progress since March 2019:

Help Desk:

- Total number of Credible Requests - 591
- Total number of IT Tickets - 956

EHR:

- Completed SPQM SQL report and submitted data
- Created SQL report to show any individual with a MDD Dx that has no diagnosis date.
- Implemented EFax.
- Setup RN Plan of Care forms in Credible for DS programs.
- Submitted Prescreen data for UVA study.
- Met to finalize the workflow for the CNA.
- Reviewed pharmacy data with Lynn for Genoa.

Hardware and Networking:

- Updated deployment server to utilize new version of Windows 10 Enterprise LTSB and new signature pad drivers
- Worked with vendors on phone system quotes and details.
- Created new network diagram.
- Deployed new Verizon Mifi Devices
- Started deploying new iPhones.
- Installed new router and switch at Friendship.

Other:

- Attended meeting to discuss State CCS Requirements.
- Attended monthly DMC meeting.
- Attended reimbursement meeting.
- Attended bi-weekly leadership meetings.
- Presented in new hire orientation.
- Submitted monthly CCS report.
- Visited new CIT Assessment location for network planning.

Financial Reports

- Financial reports were submitted by Patty Flanagan. New paydates for the remainder of the calendar year were also submitted.

MOTION: That the Board approve the new paydates for the remainder of the calendar year.

MOTION: Teresa Johnson

SECOND: Nolan Nicely, Jr.

VOTE: Unanimous

EXECUTIVE DIRECTOR'S REPORT AND RECOMMENDATIONS

Ingrid Barber provided the following report:

Agency Issues:

1. Alleghany Highlands 2018 Annual Report has been distributed. I am very pleased with the quality of the report. Thanks to Crystal and Wanda for making this happen.
2. Merryfield encapsulation project approximately 80% complete by Seal-Tite. Due to rain related weather the project could not be fully completed. A change order to the project which would require placement of cinderblocks in foundation area where air vents are currently placed is going to cost an additional \$440.00.
3. I submitted a request to WestRock for funding for air conditioning to complete the second floor of the Lifeskills Day Support Program in our Moody Building. The quote of the air conditioning is \$20,750.00. We have not heard anything in regards to this request.
4. Intermediate Care Facility (ICF) Cost Report is still in the audit phase with Myers and Stauffer. The cost reports are due not later than 150 days after the provider's fiscal year end. We still have not received any word on our final status.
5. We are still awaiting word on the lease agreement from the hospital leasing company, CBRE Global Workplace Solutions. I am working with Sandy Moran, Associate Real Estate Manager, and the lease is being reviewed by hospital attorneys. Stephen Craver visited AHCS on 5/7/19 to discuss assessment site requirements and to answer any questions that our agency and law enforcement staff had in regards to start-up. We are hoping to have the site up and running by July 1, 2019 if the lease arrangements are finalized.
6. Fiscal 2019/2020 Budget Development / Local Funding – The FY 19/20 Budget is complete. Fiscal staff have met with various departments and obtained operational and staffing information to complete the budgetary process. Letters of Notification from the state are due May 13, 2019. Thanks to Patty Flanagan and Phoebe Hicks for preparation and completion for the finance committee and board meeting. We will need your approval of the proposed 2019/2020 budget.

7. All locality budgets have not yet been approved, however, Jon Lanford of Allegheny County has been in contact with me. Allegheny County plans to level fund our budget request, and I have not heard from Covington City.
8. The 2019-2020 Proposed Fee Scheduled was included in your packet. At this time, we are not imposing any fee increases.
9. Year-end closure of all financials and fieldwork will be completed by Mary K. Earhart Certified Public Accountants on August 12, 2019. Division audit by Robinson, Farmer, & Cox Associates is scheduled for August 26, 2019.
10. Our state hospital census as of this date, is currently 3 individuals – 3 at Western State (1 NGRI), two discharged in the last two weeks and one of the discharges was NGRI.

WAITING LIST FOR DEVELOPMENTAL DISABILITIES MEDICAID WAIVER WAITING LIST

Priority 1: SIX

Priority 2: NINETEEN

Priority 3: FOUR

Total: 29

Community Issues

1. On Tuesday, April 10, 2019, Lynn Brackenridge, Patty Flanagan, and I met with Peter Cunningham, Professor with Virginia Commonwealth University, in regards to a study on the implementation of Section 1115 SUD Waivers in Virginia. The study was funded by the Robert Wood Johnson Foundation, and is being conducted in collaboration with the Hilltop Institute at the University of Maryland, Baltimore County. He also was leading the evaluation of the ARTS program for the Department of Medical Assistance Services. He wanted feedback on how the implementation of ARTS and the Section 1115 Waiver has changed the Medicaid delivery system for the treatment of substance use disorders. He was also interested in the access to residential treatment through the waiver.
2. Angie Goodbar and I attended the inter-governmental leaders meeting on April 11, 2019 at the Allegheny Governmental Complex to offer feedback and suggestions on a local issue.
3. I was contacted by Jeff Stern, Executive Director of the Masonic Theatre and Tammy Scruggs, Executive Director of the Allegheny Arts Council to participate in a meeting on loneliness. The meeting was held at the CSB Administrative Office on April 24, 2019 at 10:00 am, and other community leaders were invited. We are looking at ways to address the issue of loneliness in the community through education, arts, government and civic, health and wellness, and community and social services. We plan to work on a program where we can all partner to tackle the issue.

State/Regional/Federal Issues

Public Policy

1. Planning for STEP VA service definitions and metrics continues, with the intent to get ahead of the process to facilitate a deeper and more focused planning for future steps. Step three in the Step-VA Matrix is Outpatient Behavioral Health Services. The STAC Committee has finalized the outpatient definition, funding formula proposal, and planning template. DBHDS is requesting feedback on the planning template. The next step that will be discussed is mobile crisis with an emphasis on child mobile crisis. I continue to be “at the table” for these discussions as an Executive Director Representative for the region at the state level.
2. Western State Hospital’s bed census continues to average between 95 to 100% capacity, which is too risky a number for our safety net. It has recently reached over 100% as well. Lots of individuals with SA diagnosis which is not the best setting for treatment.

3. Budget Amendments are included in your packet with updated language as of March 26, 2019. We are still waiting to hear about the following:
 - a. Any funds allocated to AHCS to mitigate the impact of Medicaid Expansion-related General Fund reductions; and
 - b. Final funding to support the Outpatient Service step within STEP-VA. We already know that additional funds will be necessary to fund phase two and three of the definition. DBHDS will need to request additional funding to supplement additional pieces of Step-VA in the next session.
4. I had the pleasure of being selected to serve as an at large member of the Virginia Association of Community Services Boards Leadership Committee, which is composed of Executive Directors from each Region. I will represent Region One. The Committee has a monthly face-to-face meeting with the DBHDS Leadership Staff and Jennifer Faison, Executive Director of the Virginia Association of Community Services Boards, to discuss state initiatives and/or concerns or issues.

Professional Development

1. I attended the National Behavioral Health Conference in Nashville, Tennessee with 9 other Executive Directors on March 23-27. I talked to numerous vendors and attended sessions on best practices in behavioral health in the United States.
2. The May Conference of the VACSB, Together Enhancing Services and Impacting Lives, was held on May 1-3, 2019 in Williamsburg, VA. Bob McCallister, leadership and supervisory staff were also in attendance.

OLD BUSINESS:

1. Alleghany Highlands Community Services Fiscal Year 2017 Annual Report – The report has been distributed and feedback has been very complimentary.
2. Merryfield Drainage Encapsulation Update – Due to the rain related weather the project was temporarily delayed, but has now been completed. With the excessive rain, a lot of water has come off the bank and needs to be contained. A proposal for \$5,500 has been received for a French Drainage system to take care of the problem. This has not been approved at this time and may be done sometime next year. A change order has been submitted to replace cinderblocks around the foundation and the cost is approximately \$440.00.
3. Lifeskills Air Conditioning Update – Phase Two – A request to WestRock for funding in the amount of \$20,750 for air conditioning on the second floor of the Moody Building has been submitted, but no official word has been received to date. We will still proceed with this sometime in June.
4. ICF Update-No report available, but Patty has submitted requested additional documents.
5. CIT Update – Stephen Craver visited the AHCS office to meet with the CIT group on 05/7/19 to discuss assessment site requirements and answered questions by the group. The new assessment site will create more jobs. The lease is still being reviewed by the hospital attorneys. Ingrid, Cathy Schiffer, Patty Flanagan and Sarah Deffinbaugh toured the Rockbridge assessment site at Stonewall Jackson Hospital in Staunton, VA and plans to tour the Lewis Gale assessment site in the near future.
6. Step-VA Update – There are 9 steps to Step VA. The three actively being looked at right now are primary care screening and monitoring, outpatient services, and mobile crisis. Cathy Schiffer and Ingrid are exploring additional psychiatry services. Workforce development is an issue for mobile crisis. Ingrid is on the STAT committee representing Region One.

NEW BUSINESS:

1. Approval of FY 2019/2020 Proposed Budget – Anne Dean provided an update on the Financial Committee meeting held on 05/15/19 and recommended approval of the proposed FY 2019/2010 budget.

MOTION: That the Board approve the FY 2019/2020 proposed budget.

MOTION: Teresa Johnson

SECOND: Brenda Woodie

VOTE: Unanimous

2. Local Government Budget Update – Ingrid provided a funding update from Alleghany County pertaining to our agency allocation.
3. Approval of Proposed Fee Schedule 2019-2020 – There are no fee increases at this time.
MOTION: That the Board approve the FY 2019/2020 Fee Schedule.
MOTION: Anne Dean
SECOND: Connie Back
VOTE: Unanimous
4. Year End Closure/Agency Audit – Year End closure has been completed by Mary K. Earhart CPAs. The agency will use Robinson, Farmer, & Cox Associates again this year for the division audit. The audit is scheduled for August 26, 2019.
5. Current Waiver Wait List/State Hospital Census – The census was included in the board packet. We are working hard to get the census down.
6. VACSB Updates – Ingrid has been selected to serve as a member at large for the VACSB Leadership Committee. These will be face-to-face meetings with the commissioner monthly and she will keep everyone abreast of all proposed changes.
7. **Next VACSB Conference**

October 2-4, 2019

Public Policy Conference: Hotel Roanoke & Conference

CLOSED SESSION

CODE OF VIRGINIA: PERSONNEL 2.2-3711 A (1), REAL PROPERTY 2.2-3711 A (3)and LEGAL 2.2-3711 A (7)

MOTION: That the Board enter closed session to discuss Personnel Matters, as authorized by the Code of Virginia Section 2.2-3711A(l), Real Property Matters as authorized by the Code of Virginia Section 2.2-3711A(3) and Legal Matters as authorized by the Code of Virginia Section 2.2-3711A(7):

MOTION: Nolan Nicely, Jr.

SECOND: Terry Wright

VOTE: Unanimous

TIME: 5:12 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: Nolan Nicely, Jr.
SECOND: Connie Back
VOTE: Unanimous
TIME: 6:25 pm

MOTION: That the Board authorize the Executive Director to look into the possibility of acquiring real property for parking lot purposes:

MOTION: Anne Dean
SECOND: Lisa Hicks
VOTE: Unanimous

MOTION: That the May 16, 2019 regular meeting of the Alleghany Highlands Community Services Board be adjourned:

MOTION: Nolan Nicely, Jr.
SECOND: Terrie Wright
VOTE: Unanimous
TIME: 6:27 pm

NEXT MEETING: The next scheduled meeting will be on Thursday, July 25, 2019 at 4:00 PM at the Administrative Office located at 205 E. Hawthorne Street, Covington, Virginia.