

MINUTES

REGULAR MEETING OF THE ALLEGHANY HIGHLANDS COMMUNITY SERVICES BOARD

Thursday, July 16, 2020

The Alleghany Highlands Community Services Board held the May Board meeting on July 16, 2020 at 4:00 p.m. via teleconference from the Administration Office located at 205 E. Hawthorne Street, Covington, VA.

PRESENT VIA TELECONFERENCE: Connie Back, Anne Dean, Rev. Bill Gilliland, Lisa Hicks, Teresa Johnson, Robert McCallister, Robin Sweeney, Brenda Woodie, Terrie Wright

ALSO PRESENT VIA TELECONFERENCE: Ingrid W. Barber, Executive Director; Angie Goodbar, Director of Developmental Services; Adam Kenny, IT Manager; Crystal Homer, Human Resources Manager; Patty Flanagan, Finance Manager and Lynn Brackenridge, QI Manager

Anne Dean, Chair, called the meeting to order at 4:03 p.m.

APPROVAL OF MINUTES OF May 21, 2020 MEETING

Anne Dean ask for corrections or additions to the May 21, 2020 Board minutes. With there being no corrections or additions, Anne ask for approval of the minutes and received a unanimous approval of 9 yes 0 no.

EXECUTIVE DIRECTOR'S REPORT AND RECOMMENDATIONS

Ingrid Barber provided the following report:

Agency Issues

1. Myers and Stauffer has not finalized the 2017/2018 ICF Audit. Information was uploaded to the E-Docs regarding the 2017 Audit, but the information for 2018 has not been uploaded to date. I notified Tyler Fox to determine the status. There may be potential payback due to how Myers and Stauffer suggest that the restricted funds be allocated for administrative overhead.
2. Attorney Ron Vaught completed the closing for the property at 310 Monroe Avenue. Attached you will find the Settlement Statement in the amount of \$246,000.00 for 8 years. This settlement statement shows \$18,014.63 due to the borrower, which will be used for renovations. The overall loan will pay off the clinic roof and HVAC remaining balance of \$98,466.90 and line of credit in the amount of \$14,396.80, which was used for asbestos testing and removal of Hawthorne Street Parking lot property. The new interest rate is lower (4.150% variable) and secured by both properties. (310 and 311 Monroe).
3. The Virginia Supreme Court has approved creation of the first-ever drug treatment court in Alleghany County/City of Covington. A Drug Court Executive Committee meeting was held via WebEx on Friday, May 15, 2020 at 8:30 a.m. to review the approval for Alleghany County/City of Covington, Wythe County, and Suffolk. Representatives from each team were invited to participate in the meeting. The Drug Court Executive Committee indicated that they were happy to approve the requests as they recognized there was a need in our rural community. Plans to begin the program are slated for August 2020 as determined by COVID-19.

4. Most AHCS services continue to operate via Telehealth and Televideo. The clinic clerical staff have remained working daily. Same day access and emergency services will transition to the clinic beginning July 6. Day Support is projected to reopen July 14 and Clubhouse Program July 13. Medical staff are scheduled to return the week of July 13, 2020 followed by Outpatient the week of July 20. We have developed plans for gradually re-opening in phases to the public as provided for in CDC, Health Department, DBHDS Licensing and DMAS guidance. These plans will continually be updated as guidance changes through the pandemic period. DD/MH Case Management, Administrative Staff for both DD and Executive Director Office will transition August 3, 2020. We will continue to work some remotely depending on the status of COVID-19. COVID-19 Facility Improvements-staff have worked closely with the Executive Director to get facilities ready for opening. Carpets have been cleaned and sanitized in all locations, vehicles/buses have been cleaned, offices have been painted, and a large supply of personal protective equipment, hand sanitizer, and cleaning supplies have been ordered. Special thanks to Wanda Nugent for taking care of the ordering for the agency.
5. The Allegheny Foundation has reallocated the remaining funds of \$4,427 from the grant for hardwood floors at Friendship Residence to use for vinyl replacement of floors at Friendship. This has been added as an allowable purpose for the remainder of the grant.
6. Due to the public health emergency presented by COVID-19, the current FY 2019 and FY 2020 Performance Contract is proposed to be extended through December 31, 2020. The Contract serves as the primary accountability and funding mechanism between the Virginia Department of Behavioral Health and Developmental Services (DBHDS) and the Allegheny Highlands Community Services Board. Substantive expected changes include a new Exhibit M which covers the Department of Justice Settlement Agreement requirements for Developmental Services that are moved from the body of the contract into Exhibit M. Revisions are also made to Exhibit F with additional details outlining Federal Grant Compliance Requirements.
7. AHCS stands fearlessly in support of our community and in support of every person who deserves a life free of prejudice, free of brutality, and free of injustice. We know that systemic racism exists. We know that economic disparities exist across our social, economic, educational, criminal justice, and health systems. AHCS is keenly aware of the impact of these disparities and trauma on the mental and physical health of individuals and our community.

Community Issues

1. I continue to work with the Highlands Task Force on COVID-19 concerns in the community. I am also working on a social equity commission with local leaders in the community around the issues of racial bias and police brutality.
2. AHCS has been honored by having WestRock support us through donation of face masks for use by staff. We are extremely grateful for all their support.
3. I have been selected to serve on the Recovery Virginia Opioid Workgroup. This initiative designed to advance the interests of Virginia localities in connection with opioid remediation and abatement. The purpose of the group is to work together to shape the contours of a future structure for funding much-needed programs for opioid addiction prevention, treatment and recovery. The group will be meeting with state agency representatives.

State/Regional/Federal Issues

1. As you may recall, Region One moved forward with implementing Mobile Crisis Services for children in May 2020. Services to the CSB catchment area will be provided from the "hub" located at Valley CSB/Allegheny Highlands CSB. Five (5) "hubs" will be located within the region. This does not replace AHCS Emergency Services, but is intended to provide a level of community crisis response to prevent

hospitalization – including visits to hospital emergency rooms. Region One has developed a mobile crisis process and work flow plan for the region. Attached please find the plan, and a regional memorandum of understanding will be exercised by the nine boards as we develop a model for all regional services.

Public Policy

1. State agencies are currently preparing budget reduction scenarios of 5, 10 and 15 percent.
2. Localities are also adjusting their budgets. We have seen significant reductions in new funding requested, but have not yet seen any cuts to (current) FY2020 funding levels.
3. The VACSB 2020 Public Policy Conference will be held virtually with a date TBA. A new updated meeting calendar has not been sent out by the VACSB.

Old Business

1. Merryfield ICF Audit Update – The audit has not been finalized. Due to questions on potential payback, a call is being set up to discuss the use of restricted funds for administrative costs.
2. 310 Monroe Property Update – The closing has been completed. \$18,014.63 of the settlement agreement will be used for renovations. The overall loan will include pay off of the clinic roof and HVAC. The new interest rate is lower.
3. Update on Drug Court – The Allegheny County/City of Covington drug court was approved by the Virginia Supreme Court on May 15, 2020 with startup slated for August 2020 pending COVID-19. Lydia Hall is the supervisor.
4. COVID-19 Agency Update/ COVID-19 Facilities Update – Most are still working via Telehealth and Televideo. Offices are opening in phases. Locations have been cleaned, sanitized, and painted. PPE, hand sanitizers and cleaning supplies have been ordered and delivered.
5. Allegheny Foundation Grant Extension – We have received the remaining funds of \$4,427.00 from the grant for hardwood floors at Friendship Residence. This is going to be used to replace bathroom floors, entrance area, and apartment area of the house. It may cost a little more than the \$4,427 to replace the flooring at Friendship, which the agency will absorb.
6. Step-VA update (System Transformation Performance and Excellence) Update Mobile Crisis-Region One – Due to COVID-19, the FY19 and FY20 Performance Contract is being extended through December 31, 2020. Changes to the contract include DOJ Settlement Agreement requirements for Developmental Services as well as revisions to Exhibit F. Ingrid provided the contract information in the board packet.

New Business

1. AHCS Message to Our Community – AHCS wants the community to know that we are in support of combating prejudice, brutality, injustice and systemic racism and is aware of the impact that it has on the mentality and physical health of our community.
2. Approval of the FY 2019 and FY 2020 Performance Contract Amendment and Extension Agreement, which was sent out with the board packet and discussed in the meeting.
MOTION: That the Board approve the FY 2019 and FY 2020 Performance Contract Amendment and Extension Agreement.
MOTION: Robin Sweeney
SECOND: Terri Wright
VOTE: The motion passed with a roll call vote unanimously. 9 yes 0 no.

3. VACSB Update and Meeting Calendar – The Public Policy Conference will be held virtually. A date has not been determined. The updated meeting calendar has not been sent out as of this date.

Financial Reports

- Financial reports were submitted by Patty Flanagan.

PROGRAM REPORTS

Mental Health & Substance Abuse

Ingrid Barber provided the following report:

- AHCS Mental Health and Substance Use Disorder staff continue working remotely due to COVID-19 pandemic. Staff have been conducting visits via telephone or doxy video link. The clinic remains open with administrative staff working in order to have a central location for phone calls, scheduling appointments, etc. Same Day Access is still being provided via telephone or doxy video link. Clinicians continue to take referrals for all services including individual therapy and group therapy. Group therapy is being conducted by a combination of doxy video link and conference calls to promote participation. Clients have appeared to be receptive to the phone and video contacts and are appreciative of our support during this pandemic.
- Tentative plans are to have ES/Access staff return to the clinic 7/6/20 to work on a rotating basis to cover walk-ins for Access and ES. Physicians will tentatively return to the clinic to work the week of 7/13/20 with the exception of Dr. Pandit who will continue to work remotely until August.
- On May 19th, Chelsea Dunaway and Tiffany Bowser completed part one of a two part virtual ACE training for clinicians who are currently in their residency with AHCS. On May 22nd, Chelsea and Tiffany also participated in a virtual conference titled Substance Use Disorders – Addressing Prevention. This was hosted virtually by Radford University.
- Although the Clubhouse (Psychosocial Rehab) program is currently closed due to COVID-19 pandemic, Clubhouse staff, Robbie Lawson, Samantha Feazell and Megan Plott continue to serve Clubhouse participants with phone calls and mailing out packets to address coping skills. Clubhouse staff are also assisting in providing case management services.
- Case management staff have continued to provide services remotely to their clients, making sure they have all their basic needs met during this time
- Psychiatric Services welcomes a new staff member, Su Kang, CNA. MAT clients continue to be monitored weekly by Dr. Pandit, nurses and case managers. Random urine drug screens are also being conducted. There were no Veteran's telehealth visits in May due to Memorial Day.
- Tiffany Bowser completed Youth Mental Health First Aid Training on June 24th – June 26th in order to become a trainer in our community.
- On June 30th, Chelsea Dunaway and Tiffany Bowser set up a curbside pick-up location at the MH/SUD clinic parking lot to distribute medication lock boxes, medication disposal bags, gun locks and medication locking caps to community members.

Developmental Services

Angie Goodbar provided the following report:

- Due to COVID 19 the majority of the Developmental Services workforce worked remotely to continue to provide services to the community. The residential and in-home services remained intact to provide direct services throughout the pandemic.
- Support Coordination: The Department of Behavioral Health and Developmental Services (DBHDS) implemented several mandates to support coordination services in order for the state to come into compliance with the Department of Justice Settlement. All mandates became

effective July 1, 2020. A new Crisis Risk Assessment was implemented in order to assess behavioral and mental health crisis. This will also serve as a mechanism for initiating referrals to REACH at intake and follow up visits. The Risk Awareness Tool was added to assess high risk health conditions. An On-Site Visit Tool was developed for enhanced case management visits in order to monitor the specific measures set forth in the DOJ agreement. This will be a pilot tool for the next 90 days and reevaluated after that period. DBHDS provided training on these tools through the Commonwealth of Va. Knowledge Center. The VIDES and the ISP were also updated in the electronic health record with the intent of a successful transmission into the WaMS statewide system. The support coordinators have worked remotely since March. They will be transitioning back to the DS Office as of August 3rd.

- Day Support Services: The Life Skills Day Support Program will reopen on July 14th to provide services to the individuals residing at Merryfield and Friendship Residence. The individuals and their substitute decision makers were informed about the reopening and given choice of returning. Everyone is excited about being able to get back to their day program. Jennifer Jarvis, Supervisor and Brittany Jones, Coordinator developed a transition plan to implement CDC guidelines and recommendations. Individuals will still have limited contact with all attendees and there will be three separate lunch breaks in order to implement social distancing. Fortunately, DMAS provided retainer payments to supplement lost revenue due to the pandemic. The supervisor processed all authorized units in order to obtain 65% of reimbursement from DMAS.
- Merryfield and Friendship Residence: Merryfield is at full capacity with nine residents. Six out of 8 beds are filled at Friendship. The residents at both locations have been engaged in activities at the homes to prevent isolation and mental health issues. They have planted vegetable gardens at both homes and take turns tending to the plants. All employees and residents are being screened daily for COVID 19 symptoms. All visitors have been restricted per CDC recommendations. Employees are wearing PPE and have been provided training on COVID 19 symptoms and CDC recommendations for providing care, cleaning, laundry, sanitizing vehicles during transportation. Two residents at Friendship were able to return to work in the community in June. One individual works at Kroger's and the other at Hardee's.
- Community Parade for Merryfield and Friendship Residents: AHCS employees, board member, EMS staff, and community members gathered for a parade to lift the spirits of the individuals residing at Merryfield and Friendship that had been in quarantine since March. The residents at Merryfield held up signs thanking everyone for their hard work during the pandemic. The residents also mailed out thank you cards to those who participated in the parade.
- Early Intervention: The EI support coordinators are working remotely and having contact with families at a minimum of once a month. They are working with the pediatricians, speech therapists, physical therapists and occupational therapists by use of skype and Doxy Me video conferencing. Early Intervention services continues to receive referrals. AHCS received the Local Early Intervention System Monitoring Results for FY19/20 with excellent scores. The EI program continues to provide quality services while meeting the state expectations.
- DS Director attended the Regional DS Council Meeting, Public Guardianship Board Meeting, and multidisciplinary team meetings by video conferencing. The DS Director led the AHCS DOJ Subcommittee to develop forms and implement new processes for support coordination services.

Quality Improvement

Lynn Brackenridge provided the following report:

UR, Compliance and EHR:

- Incident Reports Processed – 33 in May and 30 in June
 - # CHRIS Reportable – 2 in May and 2 in June
 - Safety Inspections – 3 in May and 3 in June
 - Level I RCA – 31 in May and 28 in June
 - Level II RCA – 1 in May and 1 in June
 - Level III RCA –1 in May and 1 in June
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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:

N/A

Other:

Participation in Meetings/Trainings/Committees by QI staff:

- VACSB QL Meeting May and June

AUDIT schedule:

- Triennial license survey review completed by DBHDS Licensure Specialist. Triennial license approval from July 12, 2020 through July 11, 2023.

SAFETY schedule:

- Power washing at Clubhouse and Merryfield
- Outside painting at Clinic and Administration Office
- Inside painting at Clinic
- Carpet cleaning at Clinic, Administration office, DS office
- Sanitization at Clinic and agency vehicles

- Service Modification submitted for Clubhouse to replace kitchen countertops.
- Service Modification submitted for Friendship to remove and replace flooring in bedroom #1, entry hallway, and two upstairs bathrooms.

QI Projects:

- Draft Regulations for risk management, incident reporting, and corrective action plans are under public comment period until July 22, 2020.
- MHSIP & YSS-F survey information submitted
- Exhibit M Performance Contract review
- DOJ settlement committee meetings – new forms implemented July 1, 2020 for Support Coordinators
- Client Survey completed and analyzing results
- Implementing Jail Policies

Ongoing Projects:

- CRASE training to be conducted quarterly – will resume after emergency orders
- CMC – Consumer Medication Coordinator through Genoa Pharmacy meeting – Ongoing discussions
- Region 10 visit for MAT program – on hold under after emergency orders
- Emergency preparedness meetings with Agency & Community Partners

Human Resources

Crystal Homer reported the following:

Loss Report:

- Worker's Comp Claims –
 - 12/16/19 - Merryfield employee: strain, medical only, employee returned to work
 - 3/28/20 - Merryfield employee: slip and fall, medical and comp, employee remains out
- Auto Claims –
 - No claims
- Property Claims – None for FY20
- VACorp settled a previous claim from a 2019 injury

Separations:

See attached turnover reports from new system (still working out the bugs).

Staff Development:

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

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
 May 2019 -138 staff with 95% completing required courses
 June 2019 -138 staff with 96% completing required courses
 July 2019- 126 staff with 94% completing required courses

August 2019- 134 staff with 95% completing required courses
September 2019 – 135 staff with 96% completing required courses
October 2019 – 137 staff with 96% completing required courses
November 2019 - 138 staff with 95% completing required courses
December 2019 - 136 staff with 96% completing required courses
January 2020 - 137 staff with 96% completing required courses
February 2020 - 135 staff with 97% completing required courses
March 2020 - 138 staff with 96% completing required courses
April 2020 - 124 staff with 95% completing required courses
May 2020 -129 staff with 96% completing required courses
June 2020 -127 staff with 94% completing required courses

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

Recruitment reports attached for applicant sources

General Updates:

- Covid-19 related items: hiring, training, processing layoffs, unemployment claims, transfers, etc. due to programming changes, emergency work from home setups, performance issues; several employee related policy, procedures and guidelines implemented or changed to address Covid-19 needs.
- Promoting use of EAP, wellness resources and partnership discounts, freebies to staff

IT Manager Report:

Adam Kenny provided the following report:

Duties performed or in progress since June 2020:

Help Desk:

- Total number of Credible Requests - 401
- Total number of IT Tickets - 1593

EHR:

- Exported and submitted CCS Submission
- Exported and submitted SPQM data
- Completed the configuration and implantation for all FY21 WaMS/DoJ Developmental Services requirements
- Started setup of Jail Services program in Credible
- Setup CAN Addendum in Credible
- Helped setup structure for Medicaid Retention Payments

Hardware and Networking:

- Worked with contractors to complete the wiring and new phone system install at the MH clinic
- Met with Shentel and Lumos to discuss fiber options in Clifton Forge
- Setup new computers for Jail Services

Other:

- Assisted with VISR reporting for veterans
- Attended monthly DMC meeting
- Attended weekly leadership meetings

- Attended monthly SPQM meetings
- Met with Genoa to discuss CMC options in our MH clinic

Prior to adjournment Ingrid Barber thanked Leadership and the entire AHCS staff for the hard work they have done during this pandemic. She also pointed out that the agency has had cases of COVID-19. Anne Dean also thanked everyone as well and ask Ingrid to let the staff know that the Board appreciates everything they have done to keep things running smoothly. Anne will draft a thank you letter to be put in the AHCS Newsletter.

ADJOURNMENT

MOTION: That the July 16, 2020 regular meeting of the Alleghany Highlands Community Services Board be adjourned.

MOTION: Terrie Wright
SECOND: Robin Sweeney
VOTE: Unanimous
TIME: 5:07 pm

NEXT MEETING: The next scheduled meeting will be on Thursday, September 17, 2020, at 4:00 PM.
Location TBD.