

MINUTES

REGULAR MEETING OF THE ALLEGHANY HIGHLANDS COMMUNITY SERVICES BOARD

Thursday, May 21, 2020

The Alleghany Highlands Community Services Board held the May Board meeting on May 21, 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 4:01 p.m.

Anne Dean, Chair, ask for questions from the March 26, 2020 board packet. There were no questions.

APPROVAL OF MINUTES OF November 21, 2019 MEETING

MOTION: That the Board approve the minutes of the November 19, 2019 regular meeting.

MOTION: Bill Gilliland

SECOND: Robin Sweeney

VOTE: Unanimous

APPROVAL OF MINUTES OF March 26, 2020 MEETING

MOTION: That the Board approve the minutes of the March 26, 2019 regular meeting.

MOTION: Brenda Woodie

SECOND: Terrie Wright

VOTE: Unanimous

APPROVAL OF MINUTES OF March 26, 2020 FOUNDATION MEETING

MOTION: That the Board approve the minutes of the March 26, 2020 Foundation meeting.

MOTION: Robin Sweeney

SECOND: Connie Back

VOTE: Unanimous

Anne Dean recommended that for all conference call meetings, the order of the agenda be changed to move the Executive Director report, Old Business, New Business and the Financial Report before Program Reports.

APPROVAL OF CHANGING THE ORDER OF THE AGENDA FOR CONFERENCE CALL MEETINGS

MOTION: That the Board approve changing the order of the agenda for conference call meetings.

MOTION: Robin Sweeney

SECOND: Lisa Hicks

VOTE: Unanimous

EXECUTIVE DIRECTOR'S REPORT AND RECOMMENDATIONS

Ingrid Barber provided the following report:

Agency Issues

1. **Update on Demolition of Hawthorne Street Property**-Demolition by E. Luke Green was completed on April 7, 2020. Approximately 4" of #21B fine grade crushed stone was applied to lot from back edge of city sidewalk to rear of property (approx. back edge of old garage location). Vess Surveying completed a final survey of the property on April 23, 2020 (attached).
2. **COVID-19** –The leadership team continues to meet weekly to discuss plans for the agency around the Corona Virus and communication to employees. I continue to meet with the local Highlands Task Force to provide updates from our agency. A COVID-19 room has been set up at the Lifeskills Center with all of the personal protective equipment in the event that we have a client with a diagnosed case or in need of self-quarantine. Personal protective equipment, thermometers, cleaning supplies, etc., still continue to be ordered. We are exploring reimbursement mechanisms for telehealth and personal protective equipment.
3. **STEP-VA**-Over the past three years, Virginia has made significant improvements in the quality and accountability of community services through legislative and administrative efforts. However, Virginia's overall behavioral health system remains underfunded and patched together in well-meaning responses to crises with services that are not always sustainable or consistently funded. Together with the Administration, the General Assembly and stakeholders, DBHDS is working to transform Virginia's system in a cohesive, strategic manner via Step-VA. Due to COVID-19 and the looming recession, the budget amendments carve out funding for community mental health services (Step-VA), a total of \$146 million over the next two years has been put on hold until a revenue reforecast can be done.
4. **Local Funding Requests**-All locality budgets have not yet been approved; however, Jon Lanford of Alleghany County has been in contact with me. Alleghany County plans to level fund our budget request, and Covington City is expected to meet our 10 percent local match request. See Attached letter that was sent to City of Covington.
5. **Merryfield 2017/2018 Field Audit**- The field audit by Myers and Stauffer for Merryfield Residence was complete on April 9, 2020. During the audit, the methodology that our CSB used to spread administrative overhead expenses was questioned. The field auditors are wanting the cost spread to restricted funds from the state as well. This has not been the practice used in the past because restricted funds can only be used for specific purposes. We are requesting assistance from VACSB to get something in writing from DMAS to help our case. If this is not rectified, there will be potential implications for paybacks.
6. **Drug Court**-Judge Stein, Ann Gardener, and I will be meeting with the Executive Committee and Judge Hurley of the Supreme Court on Friday, May 15, 2020 at 8:30 a.m. by WebEx to review approval for Wythe County, Alleghany County and Suffolk Drug Treatment Court applications. Representatives from each team will be invited to participate in the meeting. I will let you know the outcome.
7. **Fiscal 2020/2021 Budget Development**– The FY 20/21 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 mid to late May. 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 2020/2021 budget.

8. **2020/2021 Proposed Fee Schedule** was included in your packet. At this time, we are not imposing any fee increases.
9. **Year-end closure**-all financials and fieldwork will be completed by Mary K. Earhart Certified Public Accountants on May 14, 2020. Division audit by Robinson, Farmer, & Cox Associates is scheduled for August date to be determined.
10. Our state hospital census is currently as of this date, 11 individuals – 8 at Western State and 3 at Catawba State Hospital.

WAITING LIST FOR DEVELOPMENTAL DISABILITIES MEDICAID WAIVER WAITING LIST

Priority 1: 4

Priority 2: 17

Priority 3: 2

Total: 23

Community Issues

1. I was selected by Clifton Forge Town Council to serve on an advisory interview committee to assist in the hiring of a new Town Manager.
2. Participated in a social distance parade for Friendship and Merryfield residents on Monday, May 11, 2020. Local police fire and rescue also participated along with Developmental Services Staff. It was a huge success and residents really appreciated the concept.

State/Regional/Federal Issues

Public Policy

1. Governor Northam's proposed budget does not include any funding for the projected Medicaid shortfall related to Medicaid Expansion. It was clarified that the shortfall is the difference between the state projection and the CSB projection of increased revenue related to Medicaid Expansion. State funding to all Virginia CSBs was reduced by \$25M.
2. Jennifer Faison represented the VACSB on the April 24th on a call with US Senator Kaine on special funding possibilities for MH and SUD through the next round of federal funding for COVID-19.
3. The last legislative update as of May 1, 2020 is posted on the VACSB website. www.vacsb.org.

Professional Development

1. The May Conference of the VACSB was cancelled due to COVID-19.
2. Participated in Executive Director Forum meeting, Board of Director's VACSB meeting, Weekly Highlands Task Force meetings, VACSB/DBHDS Joint Leadership meeting, and Statewide Court Coordinators meeting.

OLD BUSINESS:

1. Demolition of Hawthorne Street Property Update – Demolition has been completed, gravel has been put down, a 6-foot fence will be installed sometime during the middle of June. The fence owned by the neighbor next door will be moved prior to the installation, as it sits on AHCS property line.
2. COVID-19 Update – Weekly conference calls have been ongoing with Leadership and providing information from VDH and the CDC. A room has been prepared at Lifeskills for Covid-19 if we get a case. We are in the process of trying to get reimbursement for PPE. Ingrid thanked the staff for continuing to work to keep the CSB running smoothly during this time, while

- waiting on the next phase from the governor before transitioning and meeting with local task force. The plan is for the community to open up all together.
3. Step-VA Update – Due to Covid-19 and the state of the economy, the budget for community health services (\$146 over the next two years) has been put on hold.
 4. Local Funding Request Update – Localities still working on this, Jon Lanford told us that Allegheny will level fund us for now and will look again in November. The City of Covington plan to meet our 10%. Ingrid has requested to be put on the agenda for the meeting next Tuesday to explain our request.
 5. Merryfield 17/18 Audit - We were questioned about the way we spread our administrative cost for Merryfield. Myers and Stauffer would like for the spread to utilize restricted funds. Ingrid has reached out to VACSB to advocate our case and there could be potential paybacks. We will request something in writing from DMAS.
 6. Drug Court – On May 15th, the request for an Allegheny County/City of Covington drug court was approved by the Supreme Court of Virginia. Our advisory team is required to be trained. Due to Covid-19, we do not have a date. The tentative plan is to be up and running September 1, 2020.

NEW BUSINESS:

1. Approval of FY 2020/2021 Proposed Budget. Budget documents were provided to the board prior to the meeting. Patty Flanagan discussed the proposed budget.
MOTION: That the Board approve the FY 2020/2021 Proposed Budget
MOTION: Robert McCallister
SECOND: Brenda Woodie
VOTE: The motion passed with roll call vote. 7 yes 0 no
2. Approval of Proposed Fee Schedule 2020-2021. At this time, there are no fee increases.
MOTION: That the Board approve the Proposed Fee Schedule 2020-2021
MOTION: Robin Sweeney
SECOND: Bill Gilliland
VOTE: The motion passed with roll call vote. 7 yes 0 no
3. Year End Closure/Agency Audit – Fieldwork has been completed, financials are in process and the division audit is tentatively scheduled for August 2020.
4. Current Waiver Wait List/State Hospital Census – Ingrid provided information in the packet and went over the census.
5. VACSB Updates – The state of funding is up in the air right now. The VACSB is waiting to see about revenue re-forecast for VA, state funding, etc., and we are not sure if anything will be cut. Jennifer Faison provided an update as of May 1st. The May conference was cancelled because we may have to do a virtual conference.
6. Next VACSB Conference-Legislative Conference – October 7-9, 2020, Public Policy Conference: Hotel Roanoke & Conference Center.

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 began working remotely due to COVID-19 pandemic. Staff has been working hard to meet caseloads, and 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. Outpatient services is stronger now with a very positive effect since providing services via telehealth.
- Tiffany Bowser, Lydia Hall, Susan Chittum and Sarah Schmitt attended the Peer Supervision Training on March 3rd. This training was designed to help staff gain knowledge and awareness of the importance of peer supervision as we incorporate peers as employees to provide support to our individuals that we serve.
- Chelsea Dunaway, Prevention Coordinator continues to focus on our media campaigns, as well as researching and applying for grant funding that may be available to us. Chelsea is working on PSA's for television, social media campaign, ads on the radio and billboards which are all great ways to continue to spread education and awareness around prevention of substance use and suicide. Ingrid Barber gave special kudos to Chelsea for all of the hard work she has done during the pandemic.
- Linda Southall, AHCS Case Manager, was awarded \$100 by VCU after submitting a case study proposal for an Opioid ECHO session. These sessions are free to access and focuses on various topics each month around the Opioid epidemic.
- Case Managers have supplied adult coloring pages to clients to help reduce anxiety and stress during this difficult time. They have also dropped off food from the food pantry to clients while following social distancing guidelines. Case managers are reaching out to their clients to provide support and resources by phone and mail.
- Medication management visits with Psych Services have increased in April and are at the highest seen this fiscal year. Veteran's Telehealth Services were open in March for clients to come to the clinic for telehealth visits with Dr. Kline. There were no April visits for VA Telehealth as Dr. Kline was off this month. Nursing staff is working at the clinic 3 days a week and is available to see clients who need injections.

Developmental Services

Angie Goodbar provided the following report:

- AHCS celebrated Direct Support Professional (DSP) Appreciation Week Sept. 16th- 20th and National Case Management Week Oct 13th-19th .
The success of home and community based services (HCBS) is often linked to the support provided by Direct Service Professionals (DSPs). The presence of DSPs, who specialize in working with individuals with I/DD and mental health disorders, enhances the ability of those receiving care to build relationships in their communities, find jobs, and live as independently as possible. Case Managers serve as the gatekeeper of all waiver services. They monitor, link and coordinate needed services for individuals and serve as their advocate. The DSP's and Case Managers were presented with a gift of appreciation and highlighted in the agency newsletter. We greatly value the dedication, support, and professionalism provided by the direct support professionals and case managers of AHCS.

- Support Coordination: Lisa Pritt, SC Supervisor, gave a presentation on Autism on Oct. 30th during the CIT training. The support coordinators hosted the Annual Fall Picnic on Sept. 20th at AET Park. Individuals enjoyed picnic food and games as well as entertainment from our very own Pop Rockers Dance Club. The support coordinators were present at the Resource Fair at Family Life Center on Oct. 9th and at the Health Fair at DSLCC on Oct. 15th, providing information on support coordination services and waiver services.
- Residential Programs: On October 11th, the individuals residing at Merryfield invited their friends and family over for a Halloween celebration. They had fun decorating the house with skeletons, witches, and goblins in preparation for visitors. The individuals dressed in their favorite Halloween costumes. Everyone enjoyed the appetizers, dinner, and desserts. The individuals that reside at Merryfield and Friendship participated in the Special Olympics events. In October, they attended a dance at the Clifton Forge Moose Lodge and weekend sporting events at Virginia Beach.
- Day Support and Supportive Residential: Life Skills Center employees set up a booth for the Clifton Forge Fall Festival. They helped support individuals of the day program in selling items that they made including personalized tumblers and wooden crafts. The Little Critters Traveling Petting Zoo came to visit Life Skills Center on September 27, 2019. The zoo included alpaca, llama, donkeys, bunnies, goats, a duck, and a rooster. The most popular critters were the baby piglets.
- Infant/ Toddler Program: Child Find Screenings were provided at the Covington Library and YMCA. AHCS received the Local EIS Monitoring Results & Determination Report for FFY18/SFY19 that showed our Infant Toddler Program at 100% compliance with all measured domains.
- Upcoming Events:
 - Annual Christmas Party for the individuals and families served by AHCS- Dec. 5, 2019 at the First Christian Church Family Life Center
 - Giving Tree- Nov. 18th- Angels will be available on the Tree at the Developmental Services Office. Gifts to be returned to the DS Office by Dec. 3rd in order for deliveries to occur before Christmas.
- The DS Director attended the Regional DS Council and REACH Advisory Meetings. The DS Director attended the Public Guardianship Board Meeting, and multidisciplinary team meetings. Lastly, the Director attended the VACSB Conference in Roanoke in October.

Quality Improvement

Lynn Brackenridge provided the following report:

UR, Compliance and EHR:

- Incident Reports Processed – 41 in March and 39 in April
- # CHRIS Reportable – 8 in March and 5 in April
- Safety Inspections – 3 in March and 3 in April
- Level I RCA – 33 in March and 34 in April
- Level II RCA – 8 in March and 5 in April
- Level III RCA – 0 in March and 0 in April
- 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 medical 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:

- Safety Meeting – Agency
- VACSB QL Meeting and VA Credible Users Meeting

AUDIT schedule:

- Physical Building Inspections completed by Licensure Specialist on 2/5/20. No citations
- Triennial license renewal submitted for all programs. (License expires 7/1/20)
- Licensure Specialist conducting remote access audits for all programs
- Settlement Agreement IR Study Audit
- NCI Background information audit
- United Healthcare Community Plan (UHCCP)

SAFETY schedule: Nothing scheduled at this time

QI Projects:

- CRASE training to be conducted quarterly-will resume after emergency orders
- CMC – Consure Medication Coordinator through Genoa Pharmacy meeting – ZOOM meeting scheduled 5/19/20 at 10 am
- Region 10 visit for MAT program – on hold until after emergency orders
- Emergency preparedness meetings with Agency & Community Partners
- Program policy reviews & updates
- Client Satisfaction survey May 11th – 29th

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
 - \$2,075.00 needle puncture
- Auto Claims –
 - No claims
- Property Claims – None for FY20
- VACorp renewal increase this coming fiscal year by \$13,351 due to employee injury shown on previous board reports, date of injury 9/2018. Previous year's increase was \$1,000.

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

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

Recruitment reports attached for applicant sources

General Updates:

- Continuing to refine HR transition to Payroll Services and ISolved Hire
- VACorp and Health Insurance renewal completed. Health insurance renewal was 4% increase, open enrollment ended May 13th.
- Covid-19 related items: 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.
- Currently undergoing DBHDS licensure audit.
- 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 April 2020:

Help Desk:

- Total number of Credible Requests - 324
- Total number of IT Tickets - 1280

EHR:

- Exported and submitted CCS Submission
- Exported and submitted SPQM data
- Configured new DLA export for SPQM
- Configured Credible for use with new DS ISP transfer to WaMS

Hardware and Networking:

- Completed RFID Door access system at Lifeskills
- Setup new VMware server and backup server to virtualize new and existing servers
- Work with contractors to start the wiring and install of new phone system at MH

Other:

- COVID-19 Prep
- Assisted with VISR reporting for veterans
- Working with Proper Consulting for USAC Internet Funding
- Attended monthly DMC meeting
- Attended reimbursement meeting
- Attended by-weekly leadership meetings
- Presented in new hire orientation
- Attended monthly SPQM meetings

Prior to adjournment, Anne Dean took a few minutes to thank the staff and employees for all of the hard work they have done to keep AHCS running smoothly during the pandemic.

ADJOURNMENT

MOTION: That the May 21, 2020 regular meeting of the Alleghany Highlands Community Services Board be adjourned.

MOTION: Robin Sweeney

SECOND: Bill Gilliland

VOTE: Unanimous

TIME: 4:53 pm

NEXT MEETING: The next scheduled meeting will be on Thursday, July 16, 2020, at 4:00 PM at the Administration Office located at 205 E. Hawthorne Street in Covington, Virginia.