

MINUTES

REGULAR MEETING OF THE ALLEGHANY HIGHLANDS COMMUNITY SERVICES BOARD

Thursday, November 19, 2020

The Alleghany Highlands Community Services Board held the November Board meeting on November 19, 2020 at 4:00 p.m. via Zoom from the Administration Office located at 205 E. Hawthorne Street, Covington, VA.

Anne Dean, Chair, called the meeting to order at 4:02 p.m. with a roll call.

PRESENT VIA TELECONFERENCE: Connie Back, Anne Dean, Rev. Bill Gilliland, Lisa Hicks, Teresa Johnson, Brenda Woodie, Lynn Brackenridge, Angie Goodbar, Crystal Homer, Adam Kenny, Patricia Spangler,

GUEST: Emily Viers, Robinson, Farmer & Cox

PRESENT VIA ADMIN BOARD ROOM: Ingrid W. Barber, Bob McCallister, Patty Flanagan, Wanda Nugent

ABSENT: Robin Sweeney, Terrie Wright

APPROVAL OF MINUTES OF September 17, 2020 MEETING

MOTION: That the Board approve the minutes of the September 17, 2020 regular meeting.

MOTION: Bill Gilliland

SECOND: Teresa Johnson

VOTE: Unanimous (Approve 8 Oppose 0)

Presentation of FY 2020 Financial Audit – Emily Viers, Robinson, Farmer & Cox went over the highlights of the financial audit and stated that there are no issues. Ingrid Barber and Anne Dean gave special kudos to the Finance Department for their hard work.

Board Recognitions: Presentation of Certificates of Appreciation by Ingrid Barber to Connie Back, Anne Dean, Bill Gilliland, Lisa Hicks, Teresa Johnson, Bob McCallister, Robin Sweeney, Brenda Woodie and Terrie Wright. Special recognition given to Anne Dean, Chair and Teresa Johnson, Vice Chair, as well as to outgoing board members Lisa Hicks, Connie Nida Back and Teresa Johnson for their service to the Board. Anne Dean thanked the outgoing members for their years of commitment to the agency.

EXECUTIVE DIRECTOR'S REPORT AND RECOMMENDATIONS

Ingrid Barber provided the following report:

Agency Issues

1. The cost report for Merryfield Residence still has not been finalized. I am attaching a letter with the proposed payback amounts. The paybacks represented revenue received and not spent during the fiscal year. We are scheduled for a zoom meeting on Thursday, November 12, 2020 at noon to discuss the potential payback items.
2. The Drug Court continues to operate and treatment team meetings are held on Tuesdays at 12:30 pm. Court is held after treatment team meetings, and the advisory board meets quarterly to

review policies and procedures. Referrals are not coming in for the program as quickly as we have liked, and we currently have three participants.

3. Programs continue to operate through the COVID-19 pandemic. Some staff are still working remotely to practice social distancing and meet Department of Labor guidelines. Case management in the clinic continue to work from home, and Department of Medical Assistance Services allows for them to operate in this capacity. This allows us to social distance. Crystal and Lynn are working with staff through the pandemic on VDH guidance for positives, negatives, direct contacts, and self-quarantine requirements.
4. The CIT Assessment site continues to operate. We are still looking to hire another pre-screener. On Thursday, November 5, 2020, Patricia Spangler, Steven DiMarzio, Patty Flanagan, and I met with Steven Craven from the Department of Behavioral Health and Developmental Services for a site visit. He suggested that we expand our hours and also consider law enforcement bringing voluntaries from the community to the site. We are working on a plan to consider using Emergency Service staff more for the site in the absence of a pre-screener, and incorporating his suggestions.
5. Approval of 2020 Agency Holiday Calendar and Pay Dates-The agency holiday calendar and Pay dates are included in the packet. The State of Virginia has incorporated a few more holidays for 2021.
6. The AHCS 2020 FIPS report is included in your packet.
7. The Calendar of Board meeting dates are included in your packet.
8. The By-laws are included in your packet and will be voted on at the March meeting.

Community Issues

1. I have participated with the Commission on Racial Equity group October 15, 2020. I sent comments as a representative to the Town Council of Clifton Forge to be read at their November meeting. I participated in the WestRock/Ingevity CAP meeting on November 10, 2020. I also participated in the following meetings:
Jackson River Enterprises-Krystal Onaitis 10/19/20
Opioid Abatement Possibilities-Ed Spivey (Kaufman and Canoles, PC law firm) 10/21/20
Credible-Eric Mendoza 10/23/20
Anthem-Total Case Management Data Review-William Nicoll 11/2/2020
Appointed to the Regional Programs and Services Council of the VACSB
VACSB Leadership meetings

State/Regional/Federal Issues

Public Policy

1. A legislative zoom session was held with Creigh Deeds on October 29, 2020 with Board members and leadership staff. Deeds shared his views in regards to the behavioral health climate and provided updates from the general assembly special session.
2. Please be reminded of the next virtual VACSB Legislative Conference scheduled to be held on January 19-20, 2020. Conference Summary report is attached.

Old Business

1. Merryfield ICF Cost Settlement Audit Update – We still have not received the final cost report. A zoom meeting was held to discuss the potential payback items. There were

discrepancies in the amounts of payback, which have been adjusted. Payments will be set up to pay back any unspent revenue.

2. Drug Court Update – The Drug Court continues to operate and treatment team meetings are held on Tuesdays at 12:30 pm. The Board is welcome to attend court at 1:00 pm to see how the process works. We currently have four participants. We have received positive updates on the treatment and treatment teams.
3. COVID-19 Update – Crystal Homer and Lynn Brackenridge are working hard to keep everyone up to speed on changes to the Department of Labor guidelines. After several discussions based on the uptick of Covid -19, a decision has been made to keep everyone in the group homes and not go with their families during the holidays. This is in the best interest of the group home clients at this time. Skype and Zoom will be available, as well as events to keep them occupied.
4. CIT Update – We are still looking to hire another pre-screener. After an on-site visit November 5, 2020, Stephen Craver suggested that we expand our hours and also consider law enforcement bringing voluntaries from the community to the site. Law enforcement embraced this idea. We are working on a plan to consider using Emergency Service staff more for the site in the absence of a pre-screener, and incorporating Craven’s suggestions.

New Business

1. Approval of 2021 Agency Holiday Calendar and Pay Dates – Per policy, the board does not need to approve the holiday calendar and pay dates. It is at the discretion of the Executive Director due to the state changes and situations that seem to take place during the year. This allows for more flexibility. The holiday calendar and pay dates are included in the board packet.
2. Acceptance of FY 2020 Audit – Form 990 to be completed before end of the year and presented for approval at the March 18, 2021 board meeting. Ingrid stressed again how hard the finance team has worked through the pandemic to get everything to Robinson, Farmer & Cox. This has been one of our best fiscal years.
MOTION: That the Board approve and accept the FY2020 Financial Audit.
MOTION: Brenda Woodie
SECOND: Lisa Hicks
VOTE: Unanimous (Approve 8 Oppose 0)
3. 2020 FIIPS Report – This is included in the board packet. It was noted that our numbers have not dropped significantly even with the pandemic. The report breaks down the services and the local amounts received from the City of Covington and Allegheny County.
4. Calendar of Board Meeting Dates - Meetings will continue to be held on the third Thursday of the month. The Board Training will be held in January 21, 2021 via Zoom. Packets will be sent out.
5. By-laws of Allegheny Highlands Community Services Board - Please review and send any corrections or updates. These will be approved or modified at the March 2021 meeting.
6. Nominating/Personnel Committee Report on Appointment of 2021 Officers – On behalf of Lisa Hicks, Anne Dean presented the slate of officers.
MOTION: That the Board approve the slate of officers as presented below, Anne Dean, Chair, Brenda Woodie, Vice Chair and Robin Sweeney Secretary/Treasurer.
MOTION: Bill Gilliland
SECOND: Lisa Hicks
VOTE: Unanimous (Approve 8 Oppose 0)

7. Three New Appointments beginning January 2021 – Stephanie Clark, Shawn Wright, and Nolan Nicely, Jr. The City of Covington approved Stephanie at the November Council meeting and Shawn and Nolan’s appointments will be presented to the Allegheny County Board of Supervisors at the December meeting.
8. Next VACSB Conference – Virtual January 19-20, 2021. This will be done via Zoom. Let Wanda know if you are interested. There will be a breakout sessions for Board members. Ingrid also included the 2020 Conference Summary Report and the Public Policy Brochure to let everyone know the issues and concerns being addressed and wrapped up this year.

Financial Reports

- Financial reports were submitted by Patty Flanagan.

PROGRAM REPORTS

Mental Health & Substance Abuse

Patricia Spangler provided the following report:

- AHCS Mental Health and Substance Use Disorder staff are working on a rotating basis in the office and remotely. Staff have been conducting visits in person, via telephone or doxy video link. Walk-ins for Emergency Services and Same Day Access continue being seen at the clinic. Clinicians continue to take referrals for all services including individual therapy and group therapy. Group therapy is being conducted by a combination of in person, doxy video link and conference calls to promote participation. Clients have a choice of how they want to receive their services and have appeared to be receptive to the phone and video contacts.
- Our agency received a \$5,000 Mental Health Block Grant at the end of September. Case Management staff used this money to purchase comfort foods, hygiene items and other non-perishables in order to surprise our clients with a care package. CM staff packed over 450 bags and included a motivational card. These bags will be given out to clients at the clinic and will also be delivered to clients using social distancing guidelines.
- On October 24th, the DEA sponsored a national Drug Take Back Day. Our Healthy Youth Coalition gave out medication locking caps, trigger locks and cable locks. Medication lock boxes were also given out. The CVS in Clifton Forge collected 58 pounds of unused medications and Walmart in Covington collected 196.8 pounds.
- Our Prevention curbside pickup in October was a great success. Over 70 medication lock boxes were given out as well as prevention materials. Prevention also had a great turn out for our Kindness Cards Campaign. Approximately 215 cards were collected to send to Allegheny Health and Rehab as well as the League of Older Americans.
- Psychiatric Services continue to see clients in office as well as telehealth and doxy video. There are currently 8 MAT (Medication Assisted Treatment) clients active in our MAT program.
- Lydia Hall, Jail Diversion Services Supervisor, reported that jail services at Allegheny Regional Jail have been suspended right now due to rising COVID-19 cases in the area. Once the jail reopens, our jail groups and services will resume. There are currently 2 participants actively participating in our Drug Court program.

Developmental Services

Angie Goodbar provided the following report:

- Developmental services continues to operate under the state flexibilities established due to the COVID 19 National Pandemic. At the developmental services office, employees are working two days in the office and three days remotely. The AHCS Leadership Team meets weekly to process updates. The developmental services supervisors have transitioned from meeting weekly to

every two weeks now that most services have returned to full operations. All programs are being provided per regulations with some being offered face the face while others are virtual. The Director met with supervisors individually and discussed performance evaluations and goals for the upcoming year. The supervisors will be meeting with the direct support professionals this month to complete their annual evaluations. The supervisors continue to work on the state required DSP competencies and document the reviews per DBHDS requirements.

- **Support Coordination:** The Department of Behavioral Health and Developmental Services (DBHDS) conducted the quarterly Quality Service Review (QSR) of support coordination activities related to the DOJ data requirements. On Oct. 28th, the support coordination supervisor, director and quality assurance manager had a virtual meeting with DBHDS to view and analyze the quarterly data. AHCS is still meeting targets set by the state and not in need of technical assistance from DBHDS. The support coordinators are providing services through telehealth per the Medicaid Waiver flexibilities. They do provide face to face services as needed to help individual's access medical and psychiatric services or other resources. There are currently twenty two individuals with an intellectual or developmental disability that are on the waiver waitlist for services. The individual that has been on the waitlist the longest is a priority two and was referred to the waitlist in 2006.
- **Day Support Services:** The Life Skills Day Support Program is operating five days a week and serving individuals that reside at Merryfield and Friendship Residence. As of November 2nd, day support services were provided to four additional individuals residing in the community that were experiencing isolation and mental health issues from lack of contact with others. The program continues to screen employees and participants daily and follow CDC guidelines of wearing masks, handwashing and social distancing. The day support program hosted a Halloween celebration in the classrooms while limiting the number of people in groups and social distancing during the activities. The day support program has started a "gardening club" that will meet regularly to support a plant nursery on the third floor of the building. These plants will be sold by the participants during the Friday Farmer's Market in downtown Clifton Forge next spring.
- **Merryfield:** Merryfield is at full capacity with nine residents. The residential administrator worked collaboratively with the administrative office to supply financial documents and supporting work papers for the Myers and Stauffer Patient Fund Account Audit. Results of the audit will be forthcoming. The director contracted with Sentara Home Health to provide services to a resident at Merryfield that was discharged from a medical hospital. The services include in-house physical therapy. Several AHCS employees attended the ICF Virtual Roundtable Meeting hosted by DMAS and DBHDS on Oct. 28th.
- **Friendship Residence** Six out of 8 beds are filled at Friendship. The residents at both locations have been engaged in activities to prevent isolation and mental health issues. Three residents at Friendship maintain meaningful employment in the community and another is seeking employment. Friendship Residence has encountered many renovations to include the front entrance way, screened in porch, the first resident bedroom and living room and the two bathrooms upstairs. In the coming months, a bathroom addition will be built on the first floor with funding from KOVAR. Over the past year, the house has taken on a total makeover and truly has become a beautiful home for the individuals.
- **Grants:** The Davita "Way of Giving" selected the AHCS Life Skills Center as this year's program to receive \$1,000. The check will be presented to the Life Skills Supervisor in November 2020.

The Foundation of Rockbridge, Bath and Alleghany awarded the grant request for \$2,800 to purchase a dishwasher for the Life Skills Center cafeteria.

The Director has applied for a grant from Walmart for \$5,000 to be used for the gardening club at the day support program.

- **Early Intervention:** Mary Ellen Plitt, Early Intervention Supervisor coordinated the Alleghany Highlands Local Interagency Council Meeting via zoom. Participants involved included Covington City Schools, YMCA, Safehome, Covington Health Department, and AHCS. Mary Ellen reviewed the new initiatives with Part C and Early Intervention and discussed how services are being provided throughout the pandemic. Stakeholders gave input about their service delivery and partnerships with early intervention services.
- **DS Director** attended the Regional DS Council Meeting, Public Guardianship Board Meeting, and multidisciplinary team meetings by video conferencing. The DS Director attended the VACSB Virtual Public Policy Conference and the AHCS Virtual Annual Meeting. The Director also attended the Legislative Meeting hosted by AHCS and advocated for additional I/DD waiver slots.
- **Upcoming events:** The "Giving Tree" will be set up at the Developmental Services Office this year. Many individuals receiving developmental services do not have family to spend the holidays with or receive any gifts. The "Giving Tree" is our way of giving back to those in need during the holidays. If you would like to sponsor one of the individuals on the tree, contact the developmental services office at 540-863-1620. Gifts need to be received by Dec. 2nd in order to be delivered by Christmas.

Quality Improvement

Lynn Brackenridge provided the following report:

UR, Compliance and EHR:

- Incident Reports Processed – 29 in September and 32 in October
 - # CHRIS Reportable – 4 in September and 7 in October
 - Safety Inspections – 5 in September and 5 in October
 - Level I RCA – 27 in September and 25 in October
 - Level II RCA – 1 in September and 6 in October
 - Level III RCA – 1 in September and 1 in October
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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:

8/24/20 – Merryfield – VDH CAP

Other:

Participation in Meetings/Trainings/Committees by QI staff:

- Safety Meetings – Agency, VACSB QL Meeting September and October

AUDIT schedule:

- Health Services Advisory Group (HSAG) audit – HSAG has replaced Qlarant
- DBHDS Support Coordinator Quality Review (SCQR) audit
- National Core Indicators (NCI) contact information provided

SAFETY schedule:

- Service Modification submitted for Friendship to renovate existing first floor bathroom and add a handicap accessible bathroom and laundry facilities to first floor
- Service Modification submitted for MH to install new bathroom flooring

QI Projects:

- Regulations have been finalized and updating policies to reflect any changes.
- Collaboration with Human Resources to complete Department of Labor & Industry COVID-19 regulations. Safety Data Sheets completed and available for each location and located on the J Drive.
- MH work group created to review and improve processes.
- Update AHCS Contingency Plan
- Participated with DBHDS Quality Improvement/RCA/Risk Management training
- Participated with DBHDS – DOJ settlement overview
- Participating with monthly DBHDS – CHRIS training
- Participated with DBHDS Statewide Round Table Meeting
- Create Risk/Quality Committee

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 –
 - 3/28/20 - Merryfield employee: slip and fall, medical and comp, employee remains out
 - 10/28/20 – Friendship employee: struck by falling object, medical, has returned to work
- Auto Claims –
 - No claims
- Property Claims
 - No new claims
- General Liability
 - Recent pending claim for fall in facility

Separations:

See attached turnover reports from new system. The unknown category under Termination Summary is corrected for the future but will continue to show up for some previous separations that cannot be altered.

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
 July 2020- 126 staff with 95% completing required courses
 August 2020- 129 staff with 96% completing required courses
 September 2020 – 132 staff with 94% completing required courses
 October 2020 – 135 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:

- Covid-19 related items (No change): 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.
- DOLI VA standards were implemented. AHCS may have additional law changes related to FFCRA and other Virginia laws to comply with in the coming weeks.

IT Manager Report:

Adam Kenny provided the following report:

Duties performed or in progress since September 2020:

Help Desk:

- Total number of IT Tickets - 667

EHR:

- Exported and submitted CCS Submission
- Implemented FY21 CCS data elements and changes
- Completed quarterly SOR Reporting
- Started setting up EPCS (Electronic Prescriptions for Controlled Substances)
- Completed FIPS report

Hardware and Networking:

- Completed new backup server for VMWare server
- Completed quotes for equipment at new MH building
- Installed new wireless access point in basement of Lifeskills
- Set up new client computer station at Lifeskills
- Ordered equipment and phone system for new MH offices at 310 South Monroe

Other:

- Attended joint RQC Committee meeting
- Attended monthly DMC meeting
- Attended weekly leadership meetings
- Met with Proper Connections to discuss FY21 USAC requirements

ADJOURNMENT

The November 19, 2020 regular meeting of the Alleghany Highlands Community Services Board adjourned at 5:42 pm.

NEXT MEETING: The next scheduled meeting will be Board Training on Thursday, January 21, 2021 via Zoom