

## MINUTES

### REGULAR MEETING OF THE ALLEGHANY HIGHLANDS COMMUNITY SERVICES BOARD

Thursday, September 17, 2020

The Alleghany Highlands Community Services Board held the September Board meeting on September 17, 2020 at 4:00 p.m. via Zoom 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, Robin Sweeney, Brenda Woodie, Terrie Wright, Angie Goodbar, Adam Kenny

PRESENT VIA ADMIN BOARD ROOM: Ingrid W. Barber, Lynn Brackenridge, Patty Flanagan, Crystal Homer, Wanda Nugent

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

Anne Dean welcomed Patricia Spangler, new Director of Mental Health and Substance Use Services for Alleghany Highlands Community Services and introductions from Board members followed. Patricia took a few minutes to introduce herself and share her background.

Donations from Anne Dean and Jill Moersh (Client Assistance Fund) were acknowledged.

#### APPROVAL OF MINUTES OF JULY 16, 2020 MEETING

MOTION: That the Board approve the minutes of the July 16, 2020 regular meeting.

MOTION: Bill Gilliland

SECOND: Lisa Hicks

VOTE: The motion passed with roll call vote. 9 yes 0 no

#### EXECUTIVE DIRECTOR'S REPORT AND RECOMMENDATIONS

Ingrid Barber provided the following report:

##### Agency Issues

1. We still have not received the final cost report settlement figures from Myers and Stauffer.
2. Patty Flanagan, Adam Kenny and I have met with the contractor selected for the 310 Monroe Street property. We have chosen Billy Potter to complete the project, and this was largely due to his bid coming in much lower than the other contractors. Since his bid was to frame the walls, fix ceilings, and install flooring at a cost of \$29,758.10, we did not have to do a Request for Proposal. We received estimates from three contractors.
3. The Alleghany County/City of Covington Drug Court Treatment team met on Tuesday, September 1, 2020 to approve the first referral for the program. A RANT (Risk and Needs Triage) is an evidence-based instrument that allows problem-solving courts to assess an individuals' level of risk and need in order to determine the appropriate level of services. The National Association of Drug Court Professionals (NADCP) now recommends in its practice guidelines that drug courts use some type of assessment to triage eligible offenders based on risk and need.
4. The Virginia Department of Labor and Industry issued Emergency Temporary Standards for infectious disease prevention related to COVID-19 on July 27, 2020. It is designed to establish

requirements for employers to control, prevent, and mitigate the spread of the illness among employees and employers. The 47 page document includes defined levels of exposure risk and requirements for the development of policies and procedures that implement mandatory regulations, practices and training. While we have many of the requirements already in place, we are currently evaluating what more is needed and how to best address.

5. The FY 20/21 Performance Contract was presented to both local governments for approval on September 1, 2020. I presented the information to the City of Covington during their work session, and they planned to take action at their next meeting. I also presented to the Alleghany County Board of Supervisors on the same night, and it was unanimously approved.

### Community Issues

1. On Tuesday, August 11, 2020, I met with the jail staff to discuss implementation of case management in the jail. Case management will be provided in the jails on Fridays, and there will be an emphasis on inmates who are receiving jail therapy and medication assistance treatment. The jail has agreed to allow other inmates the ability to meet with the case management staff during visits. We also plan to implement peer services in the jail.
2. Early in 2015, the Giles County Administration and Board of Supervisors decided to take a detailed look at exactly where, and by whom, reactive services were being utilized within Giles. The goal of the mapping effort was to identify concentrated community clusters where the County could affect positive change through a more “focused”, efficient, accountable, and comprehensive delivery of services. Since then they have built a caring and talented FOCUS network made up of local government, local and regional service providers, community organizations, churches, and donors to create change in those communities. Alleghany County Administration had an information meeting on the FOCUS project with local stakeholders on August 26, 2020. We are in the process of gathering address data to begin looking at concentrated areas.

### State/Regional/Federal Issues

#### Public Policy

1. A new executive order aims to address the impacts of the coronavirus pandemic on state-operated psychiatric hospitals in Virginia. Governor Ralph Northam signed Executive Order 70 on Tuesday to help mitigate the spread of COVID-19 and to ensure the safety of patients and staff. According to the order, psychiatric hospitals across Virginia averaged 95 percent or more of total bed capacity before the pandemic, and many have seen an increase in admissions through July, at times exceeding their operating bed capacity, and the need to isolate or quarantine patients who have or are suspected of having COVID-19 has put even more demand on the hospitals and further reduced bed capacity. Under Virginia Code, these facilities have to admit people under emergency custody for a mental health crisis who meet the criteria for temporary detention when no other inpatient bed can be found. Under this executive order, state hospitals that are at 100 percent of their total bed capacity will not serve as the facility of temporary detention for people who are not under emergency custody. The release says the order encourages law enforcement agencies to ensure that a bed is available before taking a new admission to a state hospital and requires screening for COVID-19 and other acute medical conditions before transferring the patient to a state hospital.
2. Attached please find CSB-relevant House member amendments to the budget introduced by the Governor in the Special Session currently under way. Note that the Senate did not allow its members to submit amendments. **These amendments have not been adopted, simply introduced by House members.** I believe these amendments will go through the same process used during a regular session which is to say that the House Appropriations Committee will

consider them and publish a set of committee-recommended amendments for consideration by the full House of Delegates. As is also usually the case, differences in the House budget (including whatever amendments they may adopt) and the Senate budget will be reconciled in a conference committee made up of about a dozen members of the House and Senate. They will ultimately decide what is sent to the Governor for his consideration.

Highlights from the attached list include:

- A reinstatement of language that specifies CSBs are not required to implement portions of STEP-VA that are not funded
- An increase in the DD Waiver rate schedule but on a delayed schedule; you'll recall that the unallotted amount was about \$44M over the two years of the biennium and this amendment pushes back implementation by a year to include \$22M in the second year
- The re-allotment of the physician rate to 110% of the Medicare rate
- A number of amendments related to workers' compensation claims related to COVID-19 for certain workers as well as various provisions for paid sick and quarantine leave and hazard pay
- Modest funding to support co-response pilot programs

#### Old Business

1. Merryfield ICF Cost Settlement Update – We still have not received the final cost report.
2. 310 Monroe Property Update – The Contractor's estimate to complete the updates was included in the board packet. The updates include 9 offices and a breakroom. Bathrooms will be handicapped assessable. Wiring is being done by Highlands Computers. The targeted completion date is mid-October.
3. Drug Court Update – The Drug Court received its first approval for a referral on September 1<sup>st</sup> and a second followed. Assessments were completed on each. The approval process makes things a little slow, but plans are to have possibly 20 referrals. The Drug Court meets on Tuesdays and Ed Stein is the presiding judge. Staff is now in place. Training is upcoming for the advisory board.
4. COVID-19 Update – Staff has transitioned back to services after July. There has been an increase in walk ins at the clinic. Some staff are continuing to work remotely 3 days a week and 2 days in the office. Day support is not open to outside folks as of this date due to the pandemic. The Leadership team has worked hard to make sure facilities are running smoothly and have all of the PPE needed. A special thanks was given to the clinic for their hard work and it was noted that they have remained open through the pandemic.

#### New Business

1. Executive Order 70- Commonwealth of Virginia Office of the Governor – Governor Northrup signed this order to help mitigate the spread of COVID-19 in psychiatric hospitals. The state hospitals were averaging 95% capacity prior to COVID-19 and now admissions have increased. There is a shortage of hospital beds. Prior to Executive Order 70, the Virginia Code stated that psychiatric hospitals were the bed of last resort. Order 70 lifts this.
2. Jail Services Update – A new service, case management, has now been implemented and will be meeting on Fridays with inmates in groups. Peer services is also been planned. The goal is to links inmates with CSBs and the community as they transition out of jail.
3. Alleghany County Focus Project – Jon Lanford researched how Giles County was reviewing the services in their community and getting an assessment on how the majority of the

money was being spent in their community. He pulled together area stakeholders to do something similar here in our community and has ask Ingrid to be a part of this group. Meetings will be held at the Jackson River Complex. The goal is to work towards positive change in the community.

4. Holiday Schedule Closed November 3 (Election Day), November 25 (1/2) day, 26, 27 & December 23, 24, 25. November 3<sup>rd</sup>, Election Day, has been added along with December 23<sup>rd</sup> to align with the state.

MOTION: That the Board approve the November/December FY 2020 Holiday Schedule.

MOTION: Teresa Johnson

SECOND: Robin Sweeney

VOTE: The motion passed with roll call vote. 9 yes 0 no

5. Status of Approval of Performance Contract Amendment by Alleghany Board of Supervisors and Covington City Council – Ingrid and Patty presented to Alleghany County and the City of Covington on September 1, 2020. Alleghany County has formally approved the amendment of the Performance Contract and the City of Covington has given verbal approval to extend through December 31, 2020.
6. Establish Nominating Committee for Officers & Executive Committee for CY 2021-Report to be provided at November meeting – It was recommended that Anne Dean remain Chair, Brenda Woodie be moved to Vice Chair and Robin Sweeney fill the position of Secretary/Treasurer. Lisa Hicks will present the slate of officers at the November board meeting.
7. VACSB Update – Legislators are still in special session until the end of September, which means that nothing has been adopted at this time. Governor Northrup will decide what items will be considered. Highlights include: if money is not provided for Step VA, CSBs do not have to implement the rest of the steps, reallocation of physician's rate, amendments to workers compensation related to COVID-19, and funding to support pilot programs.
8. Virtual Annual All Employee Meeting – October 22, 2020 – 3:00 p.m. This will be done in a Zoom format and will be recorded for those who cannot view it live. Service awards will be recognized along with a success stories.
9. Virtual Public Policy Conference October 7-8, 2020- A handout with the conference information was included in the board packet. The board was ask to notify Wanda if they would like to virtually attend. The January conference details have not been decided.

Planning and Advocacy Committee: Anne Dean stated that the committee met last week and decided to schedule a Zoom session with Creigh Deeds and Terry Austin to get an update on legislative issues. Plans are being made to set this up.

#### 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 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 are now 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.

- Case management has welcomed 3 new staff members to their team. Matthew Lambert is a graduate of Covington High School and Roanoke College. He also served in the US Army as a field artillery specialist. Olivia Nicotera is from Northern Virginia and graduated from the University of Mary Washington in 2017 with a degree in Economics. She is currently working on her Masters in Clinical Mental Health Counseling. Kaitlin Bradley is a graduate of Alleghany High School and Radford University Carilion.
- Psychiatric Services has hired a new MAT Coordinator, Cheryl Morris, RN, BSN. Cheryl is from Alderson, WV and has 20 years of nursing experience. Su Kang of Psych Services has earned her certification as a Clinical Medical Assistant.
- Bethany Hagy has accepted the position of Case management Team Leader. This position was previously held by Lydia Hall who recently transitioned to Supervisor of Jail Diversion Services.
- Prevention Services held curb side pick-up events in July and August. Medication lock boxes, medication disposal kits, trigger locking devices and cable locking devices were distributed to community members who stopped by. Prevention also distributed yard signs to community members, partners and schools to spread positive messages throughout the community. Signs included messages such as “You are not alone, Don’t give up” along with Suicide Text and Hot Line numbers.
- The Alleghany Highlands Healthy Youth Coalition has launched their “Let’s Talk Alleghany” campaign which hopes to reduce the stigma of mental health and bring awareness to suicide prevention. Also during the month of August, the Card Project was launched. This project requests that individuals make uplifting cards to be sent to our elderly population to brighten their day. Some of the places that we partnered with on this project were League of Older Americans, Alleghany Rehab and Scott Hill.

### 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. All other employees transitioned back to the office during the month of August. Early Intervention is the only developmental service being provided virtually at this time.
- **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. This data was reported back to AHCS and analyzed to improve record keeping and reporting. CSB’s that were found to have issues with meeting data requirements were provided technical assistance. At this time, AHCS is meeting data measures and does not require technical assistance from DBHDS. The support coordinators chose to offer face to face services to individuals even though the state has extended the flexibilities and not requiring the face to face visits at this time. Support coordinators are working from the office as well as remotely.
- **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. Due to COVID 19, the program has experienced a staffing shortage. Some of the staff resigned for fear of the virus and the majority of those that transitioned to other programs found that they were a better fit in the other program areas. Over the past two months, multiple interviews were conducted to

fill the direct support professional positions as well as the van driver position. The day program is projected to be fully staffed soon and equipped to offer services to others residing in the community.

- **Additional External Audits:** HSAG (Health Services Advisory Group) contracted with DBHDS to conduct audits of all developmental services. A committee was established to identify records that would need to be sent to HSAG for review. A significant amount of time was spent gathering information and uploading it to the share point site. AHCS also gave the auditors access to the electronic health record to review records. The majority of the audit was conducted on individuals receiving support coordination, day support and residential in-home.
- **Merryfield:** Merryfield is at full capacity with nine residents. The Virginia Department of Health (VDH) surveyor arrived for their unannounced annual inspection in August. The surveyor reviewed fire drills, electronic health records, observed medication administration and a meal, and visited the off-site day program. The administrator and employees at Merryfield are to be commended on their performance and survey results.  
Merryfield experienced a water leak in the back yard of the property resulting in the individuals having to relocate in order for the water to be turned off to make repairs to the water lines. A plan was implemented for the individuals to relocate to the Moody Building in Clifton Forge for two days. A modification to the license was approved by DBHDS Licensure.
- **Friendship Residence** 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 took turns tending to the plants. All employees and residents are being screened daily for COVID 19 symptoms. Visitors have been restricted per CDC recommendations unless they are willing to visit outdoors and be COVID screened at the time of the visit. 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 maintain meaningful employment in the community.
- **Grants:** The application to KOVAR in the amount of \$19,735.71 for a bathroom addition at Friendship Residence was approved. The work is projected to start Sept. 2020.
- **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. The program sent out the quarterly newsletter to families receiving services. Please find a copy of the newsletter attached.
- **DS Director** attended the Regional DS Council Meeting, Public Guardianship Board Meeting, and multidisciplinary team meetings by video conferencing. The DS Director participated in the HSAG audit preparation and the VDH Survey.

### Quality Improvement

Lynn Brackenridge provided the following report:

#### **UR, Compliance and EHR:**

- Incident Reports Processed – 39 in July and 21 in August
- # CHRIS Reportable – 4 in July and 4 in August
- Safety Inspections – 5 in July and 5 in August
- Level I RCA – 35 in July and 17 in August
- Level II RCA – 3 in July and 3 in August

- Level III RCA –1 in July and 1 in August
- 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:**

8/4/20 – Merryfield – VDH CAP

**Other:**

Participation in Meetings/Trainings/Committees by QI staff:

- VACSB QL Meeting July and August

**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 Clubhouse to replace kitchen countertops
- Service Modification submitted for Friendship to remove and replace flooring in bedroom #1, entry hallway and two upstairs bathrooms
- Service Modification submitted for Merryfield to repair water leak on property
- 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 new location on Monroe Avenue
- Service Modification submitted to update Agency's organizational chart

**QI Projects:**

- Regulations have been finalized and updating policies to reflect any changes.

- Tobacco survey submitted
- 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.
- High Risk Health Conditions spreadsheet completed with DD work group
- Updating TB screening process and policies for employees
- Bridging the Gap – Data Collection/Mapping

#### **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
- Auto Claims –
  - No claims
- Property Claims
  - 8/13/20 - Water damage at Merryfield, paid \$4,100 after deductible to AHCS

#### **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 15<sup>th</sup> 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

**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
- Partnered with Quality to implement the new DOLI VA standards for AHCS, continuing project for both departments

**IT Manager Report:**

Adam Kenny provided the following report:  
Duties performed or in progress since July 2020:

**Help Desk:**

- Total number of IT Tickets - 286

**EHR:**

- Exported and submitted CCS Submission
- Cleaned up and submitted final CCS data
- Exported and submitted SPQM data
- Started research and development for FY21 CCS
- Developing new forms for jail services
- Setup CNA Addendum in Credible
- Worked with Credible to develop new productivity report

**Hardware and Networking:**

- Completed new backup server for VWare server
- Completed quotes for equipment at new MH building

**Other:**

- Attended joint RQC Committee meeting
- Attended monthly DMC meeting
- Attended all supervisors meeting
- Attended weekly leadership meetings

Prior to adjournment Anne ask for comments on Zoom vs Telephone meetings. Most prefer Zoom and Adam stated that from a cost prospective, Zoom is more efficient. Anne ask that board packets be mailed as well as sent by email.

**ADJOURNMENT**

The September 17, 2020 regular meeting of the Alleghany Highlands Community Services Board adjourned at 5:07 pm.

**NEXT MEETING:** The next scheduled meeting will be on Thursday, November 19, 2020, at 4:00 PM. Location TBD.