



**BOARD OF DIRECTORS
MEETING MINUTES
JANUARY 28, 2020**

The Southside Community Services Board of Directors met, in Open Session at noon on January 28, 2020, in the Chipps Conference Room, at the SSCSB Administration Building in Clarksville, Frances Clark, Board Chair, presided.

ATTENDANCE

MEMBERS PRESENT

Frances Clark (Chair)
Ron Thornhill (Vice-Chair)
Betty Adams (Secretary)
Pat Taylor
Joe Trickey, Jr.
Winona Proffitt

MEMBERS ABSENT

Evella Hutcheson (Treasurer)
Ivan Hargrove
Chris Wilson

OTHER ATTENDEES

SSCSB staff members:

Beth Engelhorn, Executive Director
Galyna Hightower, Director of Financial Services
Sharon Gavitt, Director of Human Resources
Helen Deslauriers, Clerk of the Board

PROCEEDINGS

I. CALL TO ORDER

The meeting was called to order at 12:10 p.m. by Frances Clark, Board Chair. A quorum of Board members being present, and the meeting having been duly convened, the Board was ready to proceed with business.

II. APPROVAL OF BOARD MINUTES

The minutes from the last Board of Directors Meeting, held on November 26, 2019, were approved as presented.

III. PUBLIC COMMENTS

Valaria Seamans, former Mecklenburg CSP Supervisor, recently retired after 43 plus years of service, took the opportunity to address the Board thanking them for the chance to work for SSCSB; while conveying some concerns she had regarding the flow of communication within the agency, while lauding staff for their heart and dedication. The Board thanked her for sharing her thoughts and concerns, and conveyed their appreciation for her years of devoted service to the agency.

IV. EMPLOYEE OF THE MONTH – DECEMBER 2019 | JANUARY 2020

Beth Engelhorn, Executive Director

The Employees of the Month for December, Gloria Easley (not present), Front Desk Staff at HCIC, and January, Mark Anderegg, Mental Health Therapist at MBHC, were presented to the Board.

V. BOARD EDUCATIONAL TOPIC

Jail Services – Elizabeth Engelhorn, Executive Director

New services are being offered at Meherrin River Regional Jail, with hope of expanding the same services to include Blue Ridge Regional Jail. This is the first time SSCSB has offered Substance Use services in the jail, and although we will be unable to offer suboxone treatment, other alternatives will be available. An MH Case Manager and Peer Support Specialist will be going to the jail on a daily basis. They will provide care coordination to ensure treatment continues post release. We are working on contracting with area physicians to provide MAT. This program is grant funded, with a focus on reducing recidivism, and we will have to ensure we meet criteria regarding connection to services. Staff will need specialized training to operate within the jail. Although we will only be offering in-house services to the substance use population to start with, it is hoped that this will open the door to providing MH services to other inmates in need of assistance.

V. OLD BUSINESS

Item A: SSCSB Board Bylaws – The ad hoc Bylaws Committee presented a recommendation to the Board to change Article 7, Section e. Attendance to include the expectation of Board meeting attendance and the inclusion of a stipulation that the applicable supervisory board be notified should a member have three consecutive absences.

MOTION: Upon motion out of committee the following resolution unanimously carried.

RESOLUTION: *BE IT RESOLVED*, that the Board of Directors, Southside Community Services Board, in regular meeting assembled, votes to make the following changes to SSCSB Board Bylaws, Article 7, Section e. Attendance: *Each member is expected to attend all Board meetings to ensure their county is appropriately represented. Should any Board member be absent from three (3) consecutive meetings, the applicable appointing authority will be notified by letter from the Board Chair regarding their appointee's absences.*

Item B: Real Estate | Property (Update) – We need to start looking at the possibility of combining programs in Mecklenburg and Brunswick as we have at HWY58 in Halifax. Our programs are shrinking due to private sector competition. This has been further compounded by managed care denials. Requirements for service provision have changed. We will look at the private sector to see what they are offering, keeping in mind that we have restrictions and heavier oversight to contend with than they do. We will be investigating our remaining properties to determine the availability of space to renovate and expand if feasible. We will be looking to Brunswick first, in particular the land we own where BCIC is operated. We will keep the Board briefed as things progress.

Item C: Bid/Proposal Employee Evaluation System – As was previously briefed, we need a consistent, equitable, and objective employee evaluation system. As the Board requested we

contacted a variety of vendors (Kronos, Sage, etc.) in addition to ADP to solicit bids for the purchase and implementation of an employee evaluation system to work in conjunction with our current ADP payroll system. Other than ADP, none of the vendors were interested in proposing a partial purchase, only in whole system replacement, which is completely unnecessary. This leaves us with purchasing the evaluation module from ADP our current vendor.

MOTION: Upon motion made by B. Adams, duly seconded by R. Thornhill, the following resolution unanimously carried.

RESOLUTION: *BE IT RESOLVED*, that the Board of Directors, Southside Community Services Board, in regular meeting assembled, votes to authorize the expenditure of \$13,500 to purchase the employee evaluation performance module from ADP.

VI. FINANCIAL REPORT

Galyna Hightower, Director of Financial Services

Cash Balance sheet remains essentially unchanged. End of December puts us 50% through the fiscal year. Overall Medicaid revenue is tracking at 53%, again much better than last year, although as expected Medicaid numbers were down for December, likely attributable to holiday closures and staff vacations. Expenses are running true to budget at 50%. We are in a stable financial position as we enter that last half of the fiscal year.

VII. NEW BUSINESS

Item A. Protocol for Client Hospital Stays – We had a recent situation where a residential client’s family became concerned when their relative was admitted to hospital and SSCSB staff did not remain with them. This resulted in no care coordination for the client being facilitated with the hospital. Protocols have now been established to ensure that we still do our part, but do not take on care requirements which should be provided by the hospital, which might leave the agency liable should something occur. We never want to assume responsibility for that which falls within the purview of the hospital. We have now provided clear direction to staff to ensure that our residential clients are not left without supports when medical care requires hospitalization.

Item B. Strategic Planning – We as an agency need to do some longterm strategic planning. Polling other executive directors has shown that some ED’s do it all on their own while others contract with professionals. Board involvement is essential to the process. We are investigating who is available in our region to provide planning services.

Item C. Board Retreat – We would like to plan a Board retreat off-site for the fall once new members have been added, replacing those leaving the Board at the end of June.

Item C. Staff Communications with SSCSB Board of Directors [GA Policy #1750] – We currently have a policy although most staff appear to be unaware of it. The intent of the policy is to clarify how staff may communicate with the Board. The proffered policy changes prompted much discussion, with the majority of Board being concerned that they not be considered “off-limits” or unapproachable by staff. The result was the Board directing that a legal review of the policy be done and any resulting recommendations be brought back to the Board.

Item C. Personal Appearance of Employees [HR Policy #3500] – Nails, both fake and real,

when allowed to exceed recommended length increase a number of risk factors as they provide a breeding ground for bacteria. The subject policy has been modified to include recommendations from the CDC regarding the matter of nail length in a healthcare environment and will affect direct care providers, including but not limited to nurses, day and community support workers, and residential staff.

MOTION: Upon motion made by B. Adams, duly seconded by P. Taylor, the following resolution unanimously carried.

RESOLUTION: *BE IT RESOLVED*, that the Board of Directors, Southside Community Services Board, in regular meeting assembled, votes to adopt the Human Resources | [3500] Personal Appearance of Employees as modified.

Item C. Employee of the Year for 2019 – The Employee of the Year selection for 2019, as voted on by the Executive Team, is Kenan Tyner-Smith, Prevention Coordinator. Invitation to the Awards luncheon on 7 February, where the selection will be announced, and where longevity Service Awards will also be presented, was extended to the Board.

VIII. EXECUTIVE DIRECTOR'S REPORT

CURRENT TRENDS

Day Support and Psychosocial Rehab continue to decline in their numbers as well as behavioral health case management. This is largely due to two elements:

- One is local competition. While the CSB is the only agency contracted to provide case management, other agencies provide mental health skill building and they are providing support that case management is intended to provide for some individuals. Also, local businesses for day support and psychosocial rehab appear to be able to offer increased “fun” things to do that we have not provided in the past.
- The other element is that managed care has begun to deny services for psychosocial rehab. Many of our clients who had been in the program for years are now no longer able to participate and there is no option for other services in the community.

It is imperative that Southside consider restructuring their programs to better compete in the community and to consider other options for our individuals to be able to provide support such as peer run programs. We are currently looking at this. The team has looked at visiting private programs to determine what they are doing that we are not doing.

NEW PROJECTS

- **Strategic Planning** – I am looking at consultants to work with the board and the agency to develop a strategic plan for how the agency will adapt and grow with the increased oversight of managed care and DBHDS. I have reached out to other CSB's to get recommendations from their efforts.
- **Development of an Annual Board Retreat** – with the help of Helen I am working on a retreat for the fall of this year. I am looking for topics from the board members that they would like to focus on including strategic planning and board education.

- **Employee Education – Board Related Communication.** I am working on a method to provide staff with the method to communicate with the board in a proper manner. This is not meant to discourage staff/board communication, but to offer staff a means to communicate in a professional manner and to prevent the spread of rumors throughout the agency.
- **Executive Birthday Lunch –** This is a monthly meeting with staff on the month of their birthday with me which includes lunch. This time is meant to have open discussion with staff about what we are doing well and to identify areas where we could improve.

CURRENT PROJECTS

- **Jail Services –** We are now training staff in the jail to work directly with the inmates.
- **Assessment of ADP Workforce Development System –** We attempted to obtain bids from other businesses; however, the businesses that we contacted, did not want to give a bid just for workforce development, they wanted to bid the entire payroll and workforce system. We are not interested in that at this time and would like to request that the board consider ADP's program.
- **ES Service Restructuring –** We have notified both hospitals that we will be moving away from providing emergency evaluations in the hospitals for voluntary evaluation and consults on the medical floor. We had meetings with both hospitals and have begun to discuss how the hospitals and the CSB can work together to continue to provide a level of care that is appropriate for this service. Both hospitals have agreed to work with us to move this project along.
- **Property Search for Mecklenburg/Brunswick CSP building and other options –** Other options that were brought to be was to utilize the land surrounding the John H Northington Center and the Brunswick Creative Innovations and consider how we might create a campus similar to the design in Halifax on highway 58 where the programs are combined in one building. We are looking at the land surrounding these buildings and determining if this is an option.
- **Website redesign –** This project is moving forward. We have advertised for a marketing position that will be responsible for the management of this website and our social media presence.
- **Medication Assisted Therapy –** We have been working on this for some time. We are now scheduled to begin this service in March in Halifax. We have secured a provider in Halifax and are in the process of developing a program with Community Memorial Hospital to contract with them to provide the services in Mecklenburg in collaboration with our therapists and case managers.

In addition, for the holidays this year, leadership at the agency created and delivered gift bags for staff. It was my understanding that they were well received.

IX. CLOSED SESSION

In accordance with posted agenda item a motion was made that the meeting enter into closed session for the purpose of reviewing and discussing a personnel matter in compliance with Code of Virginia §22-3711 (A)(1) Motion was seconded and passed by unanimous vote. Board entered closed session at 2:38 PM.

Meeting returned to regular session at 2:43 PM. The Chair polled the Board, with each Board Member certifying, by individual affirmative vote, that to the best of each Board Member's knowledge, only those matters lawfully exempted from open meeting requirements, and only such public business matters as were identified in the motion by which the closed session was convened were heard, discussed, or considered while in closed session.

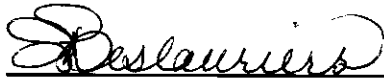
MOTION: Upon motion made by B. Adams, duly seconded by R. Thornhill, the following resolution unanimously carried.

RESOLUTION: *BE IT RESOLVED*, that the Board of Directors, Southside Community Services Board, in regular meeting assembled, votes to authorize a 2% pay raise for the Executive Director, effective 1 January 2020.

X. ADJOURNMENT

The next Board of Directors meeting is scheduled for Tuesday, February 25, 2020. There being no further business to come before the Board, the meeting was adjourned at 2:45 PM.

SUBMITTED FOR APPROVAL BY



H. I. Deslauriers, Clerk
SSCSB Board of Directors



Date of Approval

