



**BOARD OF DIRECTORS
MEETING MINUTES
MAY 26, 2020**

The Southside Community Services Board of Directors met, in Open Session at noon on May 26, 2020, in the Chippis Conference Room, at the SSCSB Administration Building in Clarksville, and via ZOOM tele-conferencing, Frances Clark, Board Chair, presided.

ATTENDANCE

MEMBERS PRESENT

Frances Clark (Chair)
Ron Thornhill (Vice-Chair) (*via ZOOM*)
Betty Adams (Secretary) (*via ZOOM*)
Evella Hutcheson (Treasurer) (*via ZOOM*)
Ivan Hargrove (*via ZOOM*)
Winona Proffitt

MEMBERS ABSENT

Pat Taylor
Joe Trickey, Jr.
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 12:08 p.m. by Frances Clark, Board Chair. A quorum of Board members being both present, as well as attending via ZOOM teleconferencing, 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 April 28, 2020, were approved as presented.

III. PUBLIC COMMENTS

None

IV. EMPLOYEE OF THE MONTH – MAY 2020

Sharon Gavitt, Director of Human Resources

The selection of the Employee of the Month for May, Betty Long, Quality Control Specialist, was announced to the Board.

V. OLD BUSINESS

Item A: SSCSB Response COVID-19 – The only programs not currently running continue to be Day Support (DS) and Psychosocial Rehab. Even though not operating in a standard fashion, client contact is being maintained. We have been very successful integrating telehealth into our operations. We have actually had an increase in MH OP clients. We are still providing shots and medications to those in need. Everyone coming in is prescreened. Consistent telephone and telemed contacts ensure that we are providing for client needs as much as possible. We are working on a phased plan to bring staff working from home back into our facilities. We will only do so when everything has been done to ensure workplace safety, from sanitizing to providing PPE for all. We have been engaged in ongoing discussions with our legal team regarding necessary actions we should take as an employer to ensure both staff and the agency are protected. Non-operational programs will be brought online in step with state directives regarding the reopening of businesses. Our residential clients will be the first wave of returning clients to our day support programs: mid-June is a possibility. We currently have no positives for COVID-19 in our residential programs. Residential staff supplemented by volunteer day support staff are keeping the clients busy with projects and activities.

Item B: Update on Benefits FY21 – There was no increase in costs this year for health insurance for anyone in the agency. The only changes noted were the usual resulting from employees switching between plans during open enrollment.

VI. FINANCIAL REPORT

Galyna Hightower, Director of Financial Services

Balance sheet cash position just over \$5M including LGIP. We remain in a good position, still having 18 weeks in reserve to cover operating expenses. As expected A/R shows a decrease as the result of closing DS, with the resultant loss in billing revenue. At 10 months into the fiscal year, we should be running at 83.33% of budgeted revenue. We are at 84% due to pre-COVID-19 performance; we have experienced a \$200K decrease as compared to the last full month of provided service in February, again attributable to the closure of DS programs. Close to targeted MEDICAID revenue since we had been ahead. Payroll savings are the reason for expenses running below budget, and somewhat offsetting the loss of revenue. Overall YTD we are still ahead revenue vs. expense. Two funding streams not budgeted at the start of the FY have been added.

For the month we are in a deficit; although, we are in a relatively good position, especially when compared to how bad it could be. Revenue is down for the month, not unexpected. Hazardous pay has been discontinued.

DBHDS received a \$200M grant which will be disbursed to the CSB's; how it will be apportioned is still to be determined. We received \$6K from Medicare. After 90 days (13 July) health insurance will be terminated for staff put on furlough 13 April.

VII. NEW BUSINESS

Item A. Executive Director 360 – In response to the staff survey, the Executive Director (ED) asked HR to send out an executive 360. The 360 went out to 22 employees and 19 responded. Feedback indicated that the ED is accessible, and for the most part assistance can be attained; however, the path to contacting the ED needs to be clarified. When asked the ED will address problems and concerns, for the most part; although, feedback from the ED is not as readily available. Staff want to hear directly from the ED more often. Feeling the ED involves them in the decision-making process is improving. Want a better understanding of reward for good performance and what that entails. In some situations, it was felt that decisions could have been timelier. Responders indicated that constant communication is preferred, and that the town hall meetings are being well-received as a means to help make that happen. Overall responses and written comments and suggestions will be provided to the Board.

Item B. FY21 Budget Status – In a notification letter from DBHDS, it stated that the budget for the coming fiscal year would remain as previously reported. The Department will reassess in August. So, funding will remain flat for now, but reassessment in August may result in reductions. Discretionary purchases have been stopped, except for the expenditure of use or lose federal funds.

Item C. Nominating Committee | Slate of Officers (Ron Thornhill, Committee Chair) – The Committee presented the following nominees to the Board.

Chair	Frances Clark
Vice-Chair	Joe Trickey, Jr.
Secretary	Betty Adams
Treasurer	Evela Hutcheson

The floor was opened to additional nominations; with none forthcoming nominations were closed and the slate was put forward.

MOTION: Upon recommendation from the Nominating Committee, the following resolution, unanimously carried.

RESOLUTION: *BE IT RESOLVED*, that the Board of Directors, Southside Community Services Board, in regular meeting assembled, accepts the appointment of the slate of Board officers for FY21 as presented.

Item D. Program [Policies & Procedures] Committee Meeting Schedule – All policies and procedures must be reviewed annually. A consistent schedule for meetings to review in order to provide recommendations to the Board is needed. It needs to be determined if the Program Committee should be separate from the Policies and Procedures Committee. The Board Chair and the Committee Chair, once things have been decided, will then reach out to see which Board members might wish to serve on the Policies & Procedures Committee. Once things are set, Zoom should aid with keeping a more consistent meeting schedule, since members will not need to factor in additional time for travel.

Item E. July Board Meeting – Normally the Board does not meet in August, but it is felt that meeting in August, rather than July, will allow for a more complete end-of-year

financial report as well as a report on performance for the first month of the new fiscal year.

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 modify the Board Meeting schedule to meet in August and not in July.

Item F. Policies & Procedures for Board Review/Approval – The following policies & procedures were presented to the Board for review, approval and adoption. There were some questions and discussion regarding the reason certain changes were being made. Answers were provided to the Board's satisfaction.

- [2260] Fixed Assets
- [3120] Employee Counseling Services
- [3130] Employee Health and Safety
- [3250] Hiring
- [3260] Hours of Work
- [3270] Human Resources Officer
- [3410] Medical Procedures
- [3505] Personal Finances of Employees
- [3510] Personal Property
- [3515] Personal Telephone Calls and Mail
- [3540] Personnel Records
- [3560] Probation
- [3570] Productive Work Environment
- [3800] Salary Administration
- [4010] Advanced Directives
- [4020] Assessment
- [4050] Case Management - Support Coordination
- [4075] Co-Occurring Disorders
- [4085] Discharge
- [4095] Documentation
- [4120] Fall Risk Assessment
- [4140] Person Centered-Individualized Service Plan
- [4160] Recovery
- [4450] Managing Inappropriate and Dangerous Behavior
- [6020] Bloodborne Pathogens Control Plan
- [6033] Complaint Process
- [6037] Consumer Satisfaction
- [6100] Injuries
- [6350] Inclement Weather

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

RESOLUTION: *BE IT RESOLVED*, that the Board of Directors, Southside Community Services Board, in regular meeting assembled, authorizes the Executive Director to implement the policies and procedures as presented and reviewed by the Board, in toto.

VIII. EXECUTIVE DIRECTOR'S REPORT

State and DBHDS

- DBHDS and DMAS have been working with CSB's across the state to ensure that we can continue to provide services to our communities and also bill for the services using telehealth. We have been meeting weekly with DBHDS to provide them with feedback and information on the operations of the agencies and sending in reports on a daily basis of any operational changes that have occurred.
- DBHDS has agreed to extend our Performance Contract 6 months due to the CSB's request in recognition that most localities are not having county board of supervisor's meetings and approval of new contracts would be difficult as well as obtaining signatures due to COVID-19 restrictions. We will revisit this later in the FY21 fiscal year.

Dashboard Report

Please see the dashboard report. We are investigating the areas that need improvement to determine what barriers exist to meeting the benchmarks that have been provided.

Consortium – Regional Updates

I continue to meet with Region 3-B and the greater region 3 with other CSB leadership. In light of the COVID-19 virus many of the projects that we are working on have been put on hold for this time. We are sharing strategies to manage business practices and operational challenges in working around the continued provision of services to the community. I have reached out to other CSB executive directors to see how they managed their layoffs and furloughs and was able to share what we are doing as well. This has been beneficial to keep our CSB in line with others and ensure our staff that we are following best business practices.

County

- COVID-19 has engaged the county's emergency response teams. In Brunswick we have been meeting to ensure that we all are sharing in the procurement of personal protective equipment (PPE). Halifax County has been communicating via email in regard to any operational changes within their county governments. We have not been informed of any changes in Mecklenburg other than they are in a state of emergency and are currently closed to the public.
- We have received a waiver request from Brunswick County for their local match and we anticipate that we will receive a request from Halifax as well, knowing that they did not fully fund our 10% match request in their budgets. I have not yet heard from Mecklenburg. I have reached out to all counties, multiple times to inform them that if

they could not meet the match request, they would need to send a letter to the board requesting the waiver.

Agency

The Agency and leadership have been working on the plan for staff to return to work in the offices; that would be staff that are currently working from home. This is not intended at this time to bring back staff that are furloughed, or on a rolling furlough, back to regular hours with the exception of some Day Support supervisors.

We are being very diligent about using the CDC and OSHA guidelines as we bring staff back into the buildings. (Please see the plan that is part of this report.)

Services: We continue to provide all our services using telehealth via video conferencing and telephone. We have not seen a decline in our services in the community and in some programs, we have been able to increase the number of services provided and bring on new clients.

Use of Technology and Telehealth: We continue to use telehealth for all our services using Google hangouts and Zoom meeting platforms. This has been so successful that we are looking at how to incorporate this as part of service options that we offer clients going forward and are hoping that managed care and DMAS will allow us to continue to do this going forward in some fashion.

COVID-19 Response: As the state opens up services we are following the governor's orders and phasing in of operations to the agency. We are about to go into Phase 1 of reopening by bringing some staff back into the buildings using increased screening and sanitation of the buildings. Please review the plan attached.

Based on the spread of COVID-19 we continue to have psychosocial rehab closed and community support. We are looking at opening community support programming for our own residential programs only mid-June.

COVID-19 Struggles:

Obtaining Personal Protective Equipment continues to be difficult and expensive. We are working with the health department and other community partners to obtain equipment. There is still a national shortage, and even though Helen and Linda have been diligent in looking for alternatives some supplies still remain hard to procure.

Maintaining the health and safety of our staff and residents we are back to a state of normal in our residential programs. We are very sad to report that we did lose a well-loved individual who lived in Hope House; however, everyone else both staff and residents are recovered and now healthy. We continue to practice increased safety measures in residential facilities and screen staff daily as well as continuing to restrict visitors.

Staff morale has been of concern. I have been conducting live "town hall" meetings via zoom that have gone over well with staff. Feedback has been that this provided staff with

good information and they were able to ask questions and feel included in the planning process of how we are managing in this changed environment.

New Projects

- **Marketing Plan:** We revisited our logo after it was determined that it looked too much like other logos in our area. We have enlisted staff and clients in the process and will be looking to conclude this in June. We did a renaming vote and the name that was decided on by staff was Southside Behavioral Health
- We have been active in local newspapers, radio and providing online training in our Prevention services to promote that we are still here and still providing services to the community.
- **Telehealth:** As we have moved to this style of service, we are looking at how we might use this more within the agency for services with a video system. This might assist some individuals who have issues with transportation, or who are sick continue with their therapy and treatment.


Current Projects:

- The focus has been on returning to normal and what that means for this agency. You will see from our financial report that we are looking to start the fiscal year going uphill. However, we were on a very positive trajectory prior to COVID-19, and I do not think that we will back slide much.
- **Property Search for Mecklenburg/Brunswick CSP building and other options:** This has been put on hold until further notice due to the financial implications of the COVID-19 virus on agency revenue. We continue to plan for this and to look for options to bring this service back into Brunswick county.

XI. ADJOURNMENT

The next Board of Directors meeting is scheduled for Tuesday, June 23, 2020. There being no further business to come before the Board, the meeting was adjourned at 1:48 PM.

SUBMITTED FOR APPROVAL BY



H. I. Deslauriers, Clerk
SSCSB Board of Directors



Date of Approval