



SOUTHSIDE
BEHAVIORAL
HEALTH

BOARD OF DIRECTORS MEETING – 25 JANUARY 2022

The Southside Behavioral Health (SBH) Board of Directors met, in Open Session, at 12:00 p.m. on November 23, 2021, in the Chipps Conference Room, at the SBH Administration Building in Clarksville, and via ZOOM tele-conferencing, Frances Clark, Board Chair, presided.

During the Governor's recently declared state of emergency, in accordance with SBH Bylaws, which allows for the Board to meet, and conduct business, via electronic communication without having to have a physical quorum assembled, Board Members were given the option to attend the meeting via Zoom.

ATTENDANCE

MEMBERS PRESENT

Frances Clark (Chair)
Joe Trickey, Jr (Vice-Chair) *via Zoom*
Betty Adams (Secretary) *via Zoom*
Joan Bowers *via Zoom*
Ivan Hargrove *via Zoom*
Winona Proffitt

MEMBERS ABSENT

Evella Hutcheson (Treasurer)
Earl Jarrell
Patricia Thomas

OTHER ATTENDEES

SBH staff members:

Beth Engelhorn, Executive Director
Galyna Hightower, Director of Financial Services
Helen Deslauriers, Clerk of the Board

PROCEEDINGS

I. CALL TO ORDER

The meeting was called to order at 12:03 p.m. by Frances Clark, Board Chair. A quorum of Board members being both present, as well as attending via ZOOM teleconferencing, with 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 23, 2021, were approved as presented.

III. PUBLIC COMMENTS

None

IV. Educational Topic: 50th Anniversary Celebration | Commemorative Bricks

Pamela Kidd, Marketing Coordinator

SBH turns 50 this year. The occurrence will be marked by a segmented campaign consisting various pieces. We started things off by creating a 50th anniversary logo at the first of the year. Another piece is a commemorative brick campaign. The campaign is designed to encourage community engagement in and awareness of SBH services, by allowing community members pay tribute to loved ones, friends, and neighbors who have struggled with mental health, developmental disabilities, and substance use disorders. The bricks will be assembled as a permanent part of a "Memory Garden" located behind the Southside Behavioral Health administration building in Clarksville. Details regarding the ordering and pricing of the bricks can be found on the SBH website. Campaign flyers have also been distributed through various outlets and social media. Installation of the garden is expected to begin in October of this year.

V. EMPLOYEES OF THE MONTH – DECEMBER 2021 AND JANUARY 2022

The selection of the Employee of the Month for December, Joan Burton, Reimbursement Specialist, and that for January Wanda Brock, Clinical Training Coordinator, were announced to the Board.

VI. OLD BUSINESS

Item A. SBH Program Status COVID-19 Response

Telephonic telehealth is now waived through Medicaid allowing us to charge for those services, even as COVID-19 restrictions are lifting. Our staff is over 85% vaccinated, and we are encouraging everyone to get their booster shot. We are in constant communication with staff providing COVID-19 updates and status changes as provided by various oversight agencies. We have had 12 staff out either due to exposure or testing positive themselves during the month of November. We had to report to the Department of Labor due to four staff testing positive in this building.

Item B. February 22, 2022 BOD Meeting

The February meeting had been cancelled due to a scheduling conflict which has since been resolved. The Board was asked whether they wished leave the cancellation standing, or whether they wished to have it reinstated. Due to some members already having commitments which would preclude reinstating the February meeting, it was the general consensus of the Board that the meeting should remain cancelled.

Item C. Update on Old CSP Building Demo and RFP Process

We continue to encounter space issues as programs expand and the demand for services grows, so we are pushing forward to plan out the South Hill building to house MH OP and SA Services, Adult and Child, Case Management for same and Crisis Services and prepare the Design and Buildout RFP for posting. We are looking to name the building as well, hoping to touch on something that will let the community know the facility's purpose, or at least draw their interest.

VII. FINANCIAL REPORT

Galyna Hightower, Director of Financial Services

Balance sheet at the end of December reflects a \$500K increase over that at the end of October due to new funding specifically relating to Prevention. This is use or lose funding which must be expended. We remain in a stable financial position. YTD revenue is tracking at 47% halfway through the year. Medicaid numbers are running low at 45%. There was a slight increase in revenue in December due to the reopening of MCI at the JHNC. We also received some school-based funding, \$104K to place clinicians in the schools. Alternatively, expenses are at 46% versus 50%, primarily due to payroll expenses tracking at 43% of the budgeted amount. Due to staff shortages and a concerted effort to fill vacant positions recruiting expenses are still running over budget. Marketing expenses are also over budget at this point in the year. We have a \$35K surplus at the moment. Some funds, if not expended by year end will have to be removed from revenue and returned.

VIII. NEW BUSINESS

Item A. Financial Disclosure Statements

Annual Financial Disclosure statements were provided to each board member, along with instructions for their completion. Some have already provided their statements to their governing county board as is required.

Item B. Policies for Board Review/Approval – *Betty Adams, Chair, Program Committee*

The first of the policies in their new format, separated from their procedures, were recently reviewed for recommendation to the Board by the Program Committee. The Committee Chair recommended to the Board that all of the following policies, that the Committee was asked to review, be approved/adopted by the Board:

- [1490] Policies
- [1820] Title VI Policy
- [3090] Drug Testing
- [4500] Medication Administration
- [5010] Acceptable Use - Information Systems
- [5013] Acceptable Use - Portable Devices
- [5100] IT Security Incident Response

MOTION: Upon motion for approval from the Program [Policies] Committee the following resolution carried unanimously.

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

Item C. PTO Pay Out for Lost Time Due to Staff Shortage

Due to staff shortages there were a number of personnel who were unable to take their PTO. Even taking the maximum amount of carryover allowed under policy, some staff lost hours and

days of PTO. It was requested that this lost PTO be paid out to the affected staff. These employees saw the agency through lean times, willing to forgo their time off to support their programs and provide services.

MOTION: Upon motion made by J. Trickey, duly seconded by J. Bowers, the following resolution carried unanimously.

RESOLUTION: *BE IT RESOLVED*, that the Board of Directors, Southside Behavioral Health, in regular meeting assembled, votes to authorize the Executive Director to pay out lost PTO time to staff, as applicable.

Item D. Merit Increases

It has been a number of years since merit increases based on performance evaluations have been awarded to staff. Since then a new evaluation structure in ADP, our HR data system, has been put into place to make the assessment of staff performance more objective. Any increases awarded will come from a weighted question and answer format, where the system provides the evaluation score, which in turn drives the amount of the increase awarded. This removes the previous, very subjective, increase based on supervisor's recommendation, process. All employees, with the exception of the Executive Director, will be evaluated under the ADP system.

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

RESOLUTION: *BE IT RESOLVED*, that the Board of Directors, Southside Behavioral Health, in regular meeting assembled, votes to authorize the Executive Director to reinstate the award of merit increases to staff using the ADP evaluation system.

Item E. Employee of the Year 2021

NOTE: This agenda item was actually addressed out of sequence after the Employee of the Month announcements. It is being placed in the minutes in agenda order to avoid any potential confusion. The Employee of the Year for 2021 is Letresa Easter, who was working as the Intensive Case Manager for Permanent Supportive Housing, but was recently promoted to Lead MH Case Manager for Brunswick County.

IX. EXECUTIVE DIRECTOR'S REPORT

STATE AND DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES (DBHDS)

The recent installment of the new Governor has prompted some expected changes in our state leadership. John Little has been appointed as the new Secretary of Health and Human Resources, and Nelson Smith is the new Commissioner of DBHDS. Although neither have extensive experience in mental health services, both appear to be open-minded and willing to learn about the CSB system and are not coming into their offices with preset agendas which is, in my opinion, a good thing. Both briefly attended the most recent VACSB virtual conference, and as best as could be hoped for in a first meeting were amenable to collaboration with the VACSB and to working with the CSB system on the most pressing issues such as workforce development. In particular,

Commissioner Nelson expressed his desire to visit the CSBs, and we will certainly extend an invitation to him.

DBHDS: As you might expect, DBHDS is in a state of change at the moment due to the turnover in leadership; however, despite that work continues on initiatives such as the transformation of emergency services and the influx of ARPA funds that are making their way down to the CSB's in the form of grants.

State Hospitals: State hospitals are in a crisis situation due to the impact of COVID-19 on their workforce. They are currently working off of a one discharge – one admission process, greatly slowing the processing of individuals from the ED's to the state facilities. Multiple cases of individuals waiting in the emergency departments have been reported across the state, and we have certainly seen that occurring in our catchment area, and children in crisis are left in an intolerable situation, since there is only one children's hospital. This has created issues for both the hospitals, who are being overrun with COVID-19, thereby experiencing their own workforce shortages, and law enforcement who are also impacted by COVID-19. Southside's emergency services team is working closely with emergency departments and law enforcement to ensure that we provide whatever support we can to help move individuals along, but in some cases our hands are tied by current regulations and by the individual having no placement options other than the state facilities.

CONSORTIUM – REGIONAL UPDATES

Our region, comprised of 10 CSBs, continues to work on how to address the workforce shortage. We share ideas and processes to assist each other in how to retain and hire staff. We are also continuing to work on the Marcus Alert initiative and the Crisis 1 implementation across the state by sharing processes; pains and difficulty staffing positions; and incorporating changes in processes involving a new database information tracking system and the use of the 988-call center which has become part of the billing process for emergency services. We continue to express our concerns to DBHDS regarding the safety of using this database due to sensitive client information being maintained; the duplication of documentation in both the new database and our electronic health records; the lack of training for our staff; and the increased workload for our staff to enter duplicate information in an additional system.

Even with these issues being brought to their attention by those affected, DBHDS seems uninterested in evaluating the impact of this new system on CSB staff, or assessing whether it is safe for storing client information.

COUNTIES

We continue to work with the school systems to implement our school-based counseling program. We have made great progress in Mecklenburg County. Our school-based clinician is already overwhelmed with clients, and we are looking at how to support additional referrals. We have just submitted a grant for increased staff and clinical supervision for this program as well as family support peers to provide additional services to families in need of support.

We are currently implementing this same program in Halifax County and it is starting off well; we are still looking for a clinician for Brunswick County.

We have not heard back from all of the counties regarding our funding request for the required 10% match for FY23. Brunswick County informed us that they would be providing level funding. Since we received full funding from them last year, and since this year their contribution has decreased from that requested for FY22, it is likely that we will be fully funded from Brunswick.

AGENCY

COVID-19 updates: We have seen numerous employees out either due to COVID-19 close contact exposure, or having tested positive for COVID-19. Many are using the work-from-home option, so this has not impacted our services in any way.

Please see the report from Nicole Lewis for an update on vaccinations.

Service Growth and Response: Our largest area of growth at this time is in children's services. For the first time children's services is providing more services than adults in our catchment area. This is largely due to the implementation of school-based programming and the increasing need for mental health support for children and families.

We are working on how to further incorporate telehealth as a service in our agency. As the use of this model grows, we see it as a means to increase access to services, and decrease no shows and cancellations.

Workforce Issues: SBH continues to have issues with hiring. We are seeing some increase in applications, but have had to offer sign on bonuses and retention bonuses to both attract new hires and keep current staff. We continue to work with Indeed to look for creative ways to attract applicants.

We are also working on creative ways to keep staff on board with our agency such as changing some agency culture to provide more training, staff development and a change in how we generally treat each other on a daily basis.

New Clinical Services Building in South Hill: This is the project involving the demolition and build-out of our facility located at 823 N. Mecklenburg Avenue in South Hill. We are looking for a name for this building other than the "old CSP building." I have asked staff for input on this and we will be looking at how to push this out in the community. You have been provided with an update on the demo and the RFP process.

Clinical Leadership Changes: We have hired a new Children and Family Services Divisional Director, Ruth Ann Ott, who arrived December 16 and has already made an impact in her department. She comes to us with decades of experience in children's services. Debra Berryman has taken the position of Divisional Director of Adult Outpatient and Substance Use Services. She brings to that department many years of experience in adult services, and Medicaid policy and procedure. In light of this change, we are now looking for a Director of Clinical Services to oversee all clinical services and we are actively recruiting to fill that position.

We have also hired a part-time Medical Director, Dr. Debra Ford. She will be assisting us with supervision of the psychiatric nurse practitioners, the nurse supervisor, and the medical team that

provides opiate based services. In addition, she will be helping us with ensuring our policies and procedures for clinical services meet best practice standards, and will also be seeing a small caseload of children and adults.

Staff Satisfaction Survey: We just sent out a survey to staff asking for their input on a number of issues, although primarily focusing on the area of information communication both departmentally and agency-wide.

X. ADJOURNMENT

The next Board of Directors meeting is scheduled for Tuesday, March 22,2022. There being no further business to come before the Board, the meeting was adjourned at 1:49 p.m.

SUBMITTED FOR APPROVAL BY

H. I. Deslauriers

**H. I. Deslauriers, Clerk
SBH Board of Directors**

22 March 2022

Date of Approval