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**BOARD OF DIRECTORS MEETING – 22 AUGUST 2023**

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The Southside Behavioral Health (SBH) Board of Directors met, in Open Session, at 1:00 p.m. on August 22, 2023, in the Chipps Conference Room, at the SBH Modlinski Building in Clarksville, with Dr. Betty Adams, Board Chair, presiding.

**ATTENDANCE**

**MEMBERS PRESENT**

Betty Adams (Chair)  
Ivan Hargrove (Vice-Chair)  
Evela Hutcheson (Treasurer)  
Joan Bowers (Secretary)  
Stuart Comer  
Tammy Mull

**MEMBERS ABSENT**

Mary Jane Collie  
Earl Jarrell

**OTHER ATTENDEES**

*SBH staff members:*

Beth Engelhorn, Executive Director  
Galyna Hightower, Director of Financial Services  
Natasha Hayes, Divisional Director of Residential Services  
Grace Dunn, Housing Administrator  
Sylvia Pyron, Clerk of the Board

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**PROCEEDINGS**

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**I. CALL TO ORDER**

The meeting was called to order at 1:02 p.m. by Dr. Betty Adams, Board Chair. A quorum of Board members being present, 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 June 27, 2023, were approved as presented.

**III. PUBLIC COMMENTS**

None

#### **IV. BOARD EDUCATIONAL TOPIC: IDDD | INCLUSION AND COMMUNICATION-**

***Natasha Hayes, Divisional Director of Residential Services, Modlinski Building***

Southside Behavioral Health assures that every client has the same opportunities to participate in every aspect of life to the best of their abilities and desires as well as provide them with life experiences through both inclusion and communication.

Inclusion is the consistent and systematic fair, just, and impartial treatment of all individuals, including individuals who belong to underserved communities that have been denied such treatment. It can also be defined as the recognition, appreciation, and use of the talents and skills from all backgrounds.

Communication within ID/DD individuals may have varying degrees of understanding and a limited ability to comprehend spoken or written words. Communication is essential, even though you may think that an individual cannot understand or comprehend new or complex information. Please note physical disabilities or communication difficulties are not an indicator that the person does not, or cannot understand what you are telling them.

Many of our clients rely on SBH staff to help them to communicate their needs and wants to others who may not understand. They also rely on our staff to know them well enough to recognize when they are experiencing need or have a need. Our clients here at SBH let us know that we are doing a great job by simply smiling and showing excitement when they see us, sharing a work of art that they have created or telling staff about their day. This in turn brings joy to both the staff and the clients here at SBH.

#### **V. EMPLOYEES OF THE MONTH – JULY AND AUGUST 2023**

The selection of the Employees of the Month for July, Pamela Hines, CSP Supervisor at Halifax Community Support Day Program (HCSP), and that for August, Brenda Smith, Community Support Specialist, at John H. Northington Center (MCSP) were announced to the Board.

#### **VI. OLD BUSINESS**

##### **Item A. Update South Hill Project | Crisis Receiving Center**

The Crisis Receiving Center project has been completed and the Mecklenburg Behavioral Health Center | Adult Out-Patient Services moved to the new facility on August 18<sup>th</sup> and began services on August 21<sup>st</sup>. The Crisis Services team is projected to move in September, with all services operational by October. The Executive Director, also, extended an invite to any and all Board members that would like to tour the new facility. The Executive Director will continue to brief and update the Board with progress. The official Open House and ribbon cutting is slated for October.

##### **Item B. Run for Recovery**

The Board was cordially invited to attend the Southside Behavioral Health and Friends of Occoneechee Recovery Run 5K, on September 16<sup>th</sup> from 9:00am-12:00pm within Occoneechee Park in Clarksville VA. This joint effort is an opportunity to bring awareness to our community about recovery and in support of those in their journey.

## **VII. FINANCIAL REPORT**

### ***Galyna Hightower, Director of Financial Services***

As of the end of June 2023 SBH had a cash balance of about \$8.5M. SBH remains in a stable financial position. The accounts receivable balance as of the end of June 2023 compared to the end of May 2023 has shown an increase of 80K. The actual revenue is actually tracking at 89% at this time and Medicaid income is at 79% of the Medicaid Budget. Total expenses as of the end of June 2023 are tracking at 91% for the FY23 budget. SBH revenue is running below budgeted amounts at this time for FY23 due to the reimbursement basis for some FY23 revenue as well as Medicaid revenue. The main factors for this can be found in open beds and low staff as well as the receiving process for reimbursement of federal funding. However, some payments have been received. The reimbursement basis for federal funds will continue to be delayed by approximately two months. SBH continues to work toward improving productivity by hiring for new positions as well as providers which in turn will generate increased billing for services to help increase SBH revenue. SBH continues to review restricted funding to cover areas of cost and where it can be allocated. The amount of deferred revenue as of the end of June 2023 includes unspent prior years funds and FY23 localities' funds that were received in the beginning of FY23. SBH is continuing to use the new process of receiving some federal funding streams from DBHDS on a reimbursement basis. The Board will continue to be briefed and presented with any changes by the Finance Department on how this reimbursement process is affecting SBH. Lastly, Robinson, Farmer, Cox Associates auditors were present at SBH and will present their findings and any adjustments to the finance department when the audit is finalized. The Board will be briefed when the information comes available.

## **VIII. NEW BUSINESS**

### **Item A. Camera System Information | RRC**

The Board was presented with three proposals/quotes for the camera system installation in the new Response and Recovery Center in South Hill. The proposals were submitted from Newcomb Tech of Henderson, North Carolina, River Street Networks of Danville, Virginia as well as R. F. Howerton, Inc. from Warfield, Virginia. With much consideration from the Board it was determined and decided upon to award the contract to Newcomb Tech.

**MOTION:** Upon motion made by I. Hargrove, duly seconded by Joan 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 award the contract of the camera system installation project in the new Response and Recovery Center in South Hill to Newcomb Tech.

**Item B. HUD Properties | Appointment of Board**

B. Engelhorn, Executive Director for Southside Behavioral Health requested to appoint the following individuals as representatives from SBH PSH, Peer, Residential and Facility and Maintenance Departments to serve on the HUD Properties Board in Officer Positions:

G. Dunn - PSH | L. Gregory – Peer Services | N. Hayes – Residential Services |

W. Townsend – Facility and Maintenance. The SBH Board of Directors were all in agreement with the appointments as presented.

**Item C. PSH Vehicles | Purchase Approval**

B. Engelhorn, Executive Director and Grace Dunn, Housing Administrator for Southside Behavioral Health requested approval from the Board of Directors the use of funds in the amount of 96K to be used to purchase three vehicles for the PSH Department. With much consideration the Board of Directors agreed to allow the funding to be used as requested.

**MOTION:** Upon motion made by J. Bowers, duly seconded by S. Comer, 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 award the PSH Department the approval of use of funds in the amount of 96K to purchase three vehicles.

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

Policies and Procedures 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.

[1010] Authority, Formulation and Administration

[1050] Client Abuse

[1490] Policy on Policies

[3010] Attendance and Punctuality

[3017] Benefits

[3150] Employment Reduction in Force

[3180] Equal Employment Opportunity

[3185] Executive Director Employment and Evaluation

[3200] Fraud and Reporting

**CONVERTED FROM POLICIES TO STANDARD OPERATING PORCEDURES**

[1055,1060,1070,1396,1720,1850,1920,2075,2080,3065,3070,3115,3120,3135,3140,3143,3155,3160,3270,3410,3465,3475,3500,3505,3510,3515,3540,3550,3580,3700,3710,3750,3810,3890,3950,4073,4075,4160,4170,4640,4645,5013,5070,5072]

**MOTION:** Upon motion for approval from the Program [Policies and Procedures] 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, procedures and standard operating procedures as presented and reviewed by the Board, in toto.

#### **IX. COMMUNITY SERVICES ANNOUNCEMENTS**

- Opening of South Hill Building | Adult Out-Patient Services | August 21, 2023
- REVIVE!! Event with SVHEC on Overdose Awareness Day August 31, 2023 10am - 4pm
- Run for Recovery/Year of the Peer September 16, 2023 9am - 12:00 pm
- October 4-6 VACSB Hotel Roanoke
- Open House for RRC October date TBA

#### **X. EXECUTIVE DIRECTOR'S REPORT**

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

Governor Youngkin signed 24 bills aimed at strengthening insurance coverage for behavioral health services for Virginians, reducing the burden on law enforcement and enhancing the behavioral health workforce. To learn more about the action taken, you can read the Governor's [press release](#). The intersection where behavioral health meets other systems like law enforcement, schools, courts, and private hospitals is wide and complex. These bills will improve Virginians' experiences when navigating these roads.

**STATE HOSPITALS:** No new updates on the state hospital facilities.

##### **CONSORTIUM – REGIONAL UPDATES**

Region 3 leadership meets twice monthly to review reporting from the 988-call center. I have included this report along with my report for your information and review. We are region 3 and as you can see we filter the bulk of the calls in the state of Virginia

**There is a 30.77% increase in the total number of calls this month.**

**Total number of calls: 901**

**Total number of follow up calls: 19**

**PSAP Transfers: 13 (Blue Ridge area)**

**Active Rescue: 13**

**Suicide attempt in progress:**

**TOTAL BY REGION:**

<b>Region</b>	<b>Total</b>
<b>Region 3</b>	<b>11</b>
<b>Region 5</b>	<b>1</b>
<b>Out of State</b>	<b>4</b>

**MOBILE CRISIS REFERRALS:**

<b>Region</b>	<b>Total</b>
<b>Region 1</b>	<b>5</b>
<b>Region 2</b>	<b>1</b>
<b>Region 3</b>	<b>37</b>
<b>Region 4</b>	<b>1</b>
<b>Region 5</b>	<b>3</b>
<b>Out of State</b>	<b>2</b>

**COUNTIES**

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No new updates on county information

## AGENCY

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**ONCALL** - Nicole has been working very hard with OnCall and our telehealth APP Southside Virtual Care is active and available for use. The advantage to this addition is that it works with our current electronic health record, Credible, to work with the scheduling, obtaining signatures electronically and also creates a client portal to allow for clients to see their information.

**THE RESPONSE AND RECOVERY CENTER** - We opened our doors for adult outpatient on Aug 21, 2023. There are still operational issues to be worked out but we are working through that punch. ES is scheduled to move in around the first two weeks of September.

**WORKFORCE DEVELOPMENT** - This continues to be a larger expense in both funds and time. We continue to see staff cycling in and out of the agency. There does not seem to be any solid answer as to why this continues to happen. Some people cite salary; however, we have done research and we are competitive in the market. In doing some research across the country, there is a nursing and nursing home direct care shortage and nursing homes are shutting their doors nationwide due to staffing shortages.

“According to the Bureau of Labor Statistics, the sector has lost nearly 229,000 caregivers (or more than 14 percent of its workforce) since February 2020, the worst job loss among all health care sectors.” <https://www.ahcancal.org/News-and-Communications/Press-Releases/Pages/Historic-Staffing-Shortages-Continue-To-Force-Nursing-Homes-To-Limit-New-Admissions,-Creating-Bottlenecks-at-Hospitals-and-.aspx>

We are actively reevaluating the number of beds we can operate and are looking at other options to use our space such as respite beds.

**LAW ENFORCEMENT IN THE CRISIS RECEIVING CENTER** - After many conversations with the Crisis Team and law enforcement partners, we are moving away from the use of all SCOPS and will be considering the option of a hybrid team consisting of SCOPS and law enforcement officers along with correctional officers.

**ARRAY** - We have put Array on hold for the time being. There are legislative actions that need to take place within the board of pharmacy that address our ability to dispense medication in our CRC. Currently the board of pharmacy prohibits our 23-hour facility from dispensing medications and until this has been resolved Array does not have a role in our program.

**INSURANCE** - possibility of modifying our insurance to accommodate LEO's with law enforcement and increase in insurance on the RRC building when staff are fully installed in the building.

Nicole and I are looking at panic buttons for staff as well.

**EXECUTIVE DIRECTOR ACTIVITIES:**

- Providing therapy on Wednesdays in Halifax
- Assumed management of Clinical Services (medical leave for Director)
- Visiting the South Hill project
- Managing the project of shifting services to the South Hill Building
- Regional Executive Meetings - twice monthly
- Management of 3 human rights investigations
- Management of psychiatry department
- Senior leadership meetings
- Negotiations and contract management with VCU-CMH for Lab work
- Meetings and fact finding for contracting with law enforcement for CRC

**XI. ADJOURNMENT**

The next Board of Directors meeting is scheduled for Tuesday, September 26, 2023. There being no further business to come before the Board, the meeting was adjourned at 2:17 p.m.

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**SUBMITTED FOR APPROVAL BY**

  
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Sylvia Pyron, Clerk  
SBH Board of Directors

9-26-23  
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Date of Approval