

**BOARD OF DIRECTORS MEETING MINUTES**

**October 1, 2019**

The Richmond Behavioral Health Authority (RBHA) Board met at 107 S. 5<sup>th</sup> Street, in Richmond, VA 23219.

**RBHA Board members present were:** Dr. Joy Bressler; Scott Cannady; Irvin Dallas; Vice Chair; Dr. Cheryl Ivey Green, Chair; Sabrina Gross; Dr. Cynthia Newbille; Malesia "Nikki" Taylor; and Dr. Michelle Whitehurst-Cook.

**RBHA Board members absent were:** Thomas Bannard; Denise Dickerson, Secretary/Treasurer; Karah Gunther; Eduardo Vidal; and Chelsea Higgs Wise.

**Staff present:** Dr. John Lindstrom, CEO; Steve Buffenstein; Susan Hoover; Dr. Jim May; Cristi McClanahan; Shenée McCray; Carolyn Seaman; Michael Tutt and Meleese Evans.

**RBHA's Legal Counsel:** Jon Joseph of Christian & Barton, LLP, by phone.

**Guests:** None.

**Proceedings:**

- The meeting was called to order at 3:03 p.m. by Dr. Cheryl Ivey Green.
- **Public Comment:** None.
- The Board minutes for September 2019 were approved with a motion by Irvin Dallas and seconded Nikki Taylor. The minutes were unanimously approved with the abstention of Dr. Cynthia Newbille, as she did not attend that meeting.

**Employee Recognition**

- Lorrie Bryant, LPC, Crisis Triage Center Program Manager, and Lee Pelonero, PACT Clinician, were recognized as employees of the month.
- The Region 4 Programs Team was recognized as Team of the Month.

**Board Chair Report- Dr. Cheryl Ivey Green**

- Dr. Cheryl Ivey Green recommended today's agenda be modified to discuss the mission/vision statement before committee reports. All members agreed.

**Chief Executive Officer's Report- Dr. John Lindstrom**

- The CEO report was discussed and is included in today's board meeting packet and with today's meeting minutes.

**RBH Foundation Report – Ms. Carolyn Seaman**

- The Foundation Development Report was discussed and is included in today's board meeting packet and with today's meeting minutes.

**Mission/Vision Statement Discussion:** The Board reviewed and discussed the Summary of Staff Mission, Vision, Tagline & Values Survey.

***Motion:*** Dr. Cynthia Newbille made a motion to adopt the Mission Statement, Vision Statement and Tagline as noted in the survey included with today's meeting minutes; while

*adding compassion and integrity to RBHA values list; seconded by Nikki Taylor and unanimously approved.*

*Action Item: Dr. Lindstrom will forward Dr. Cheryl Ivey Green a sample letter of appreciation to staff for their input. Banners and other methods of communicating the new statements, tagline and values will be displayed.*

**Committee Reports:**

**Access & Service Delivery Committee - Dr. Michelle Whitehurst-Cook**

- The Access & Service Delivery Committee met on 9/17<sup>th</sup>.
- Reviewed service data report for 4<sup>th</sup> quarter FY-19 and Crisis Intervention Triage Referrals Report.
- There were no Human Rights violations.
- Discussed upcoming board education presentations.
- RICH Integrated Care Clinic has served over 2,500 consumers and the SAMHSA grant and its required evaluation were successfully completed and 100% compliant with all reporting requirements.

**Advocacy & Community Education Committee – To be determined**

- The Advocacy & Community Education Committee have not met since the last board meeting.
- Dr. Cheryl Ivey Green will meet with Scott Cannady about this committee.

**Executive Committee – Dr. Cheryl Ivey Green**

- The Executive Committee has not met since the last board meeting.

**Finance Committee –Mr. Irvin Dallas**

- As of July 31<sup>st</sup>, RBHA showed a net gain of \$1.7 million and total net assets of \$7.7 million, excluding Regional and Non-Authority funds.
- Total cash in the bank at July 31<sup>st</sup> was \$21.7 million, and RBHA's share of that cash is \$2.6 million. Although Cash balances have rebounded a bit and payments from MCOs has improved, there is still a considerable amount owed to RBHA. Management continues to arrange meetings with all of the MCOs.
- The investment balance increased by \$49,000 for the month on the \$5.8 million invested at the end of July.
- RBHA's current operating reserve ratio is strong at 1.7 or just under 3 months of expenses.
- Total client accounts receivables (AR) is \$6.5 million gross and just over \$4.3 million net of the allowance. AR balance was adjusted to reflect only amounts actually billed for the month of July. This method of presenting AR represents a more realistic figure to be collected. The cause of the slow collection of AR has not changed; however, Management continues to increase pressure on the MCOs to pay for the claims submitted.
- The Finance Committee will meet again on 10/23<sup>rd</sup>.

**Human Resources Committee – Mr. Irvin Dallas**

- The Human Resources Committee has not met since the last board meeting.

**Nominating & By-Laws Committee – Dr. Joy Bressler**

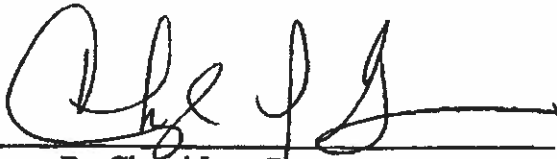
- The Nominating and By-Laws Committee has not met since the last board meeting.

**Presentation:** Richmond & Regional Opioid Task Forces was presented by Tenesha J. Lewis, MPH with input from Karen B. Redford, CADAC, CCJP, CCDP, CS, Director of Adult Substance Use Disorders Services and Dr. John P. Lindstrom, Ph.D., LCP, CEO. Naloxone (NARCAN) Training was also provided.

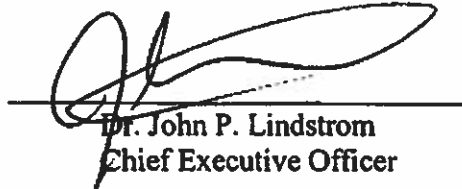
The meeting adjourned at 4:41 p.m.

The next Board of Director's meeting will take place on **Tuesday, November 5, 2019 at 3:00 p.m.**

**Respectfully Submitted:**



Dr. Cheryl Ivey Green  
RBHA Board Chair



Dr. John P. Lindstrom  
Chief Executive Officer

**Richmond Behavioral Health Authority**  
**Board of Directors**  
**Chief Executive Officer's Report**  
**October 1, 2019**

Fiscal Year 20 is off to a fast start. The September Recovery Month events have concluded and we prepare for the VACSB Conference in Roanoke, which commences Wednesday (Oct. 2 – 4). Mr. Dallas and Mr. Cannady will represent the Board, along with several members of the Senior and divisional leadership teams. During this conference, RBHA will staff a vendor table, featuring our North Campus Residential Treatment programs. Preparations are also underway for the Fall Employee Appreciation event scheduled for November 1 from Noon to 4:00 at Bryan Park. Please join us if you can. There should be plenty of good food, activities, and entertainment.

The Annual NAMI Walk will take place this coming Saturday from 10:00 to 12:00 at Innsbrook. Thanks to our organizers – Amy Erb, Shenee McCray, Carolyn Seaman, and Laura Minnick, we have over 60 signed up for the event.

**Key Updates**

**Red Cross Building** – The Red Cross accepted our purchase offer after a series of negotiations in which we involved Christian & Barton. This week we received the counter-signed Purchase Agreement and are awaiting wiring instructions for the required deposit. RBHA will contract with a vendor on state contract for the Building Assessment. Other components of due diligence will include gaining a Letter of Zoning Certification from the City of Richmond, Alta Survey, Title Search, and further analysis of utility including space. The Due Diligence time-period is 60 days.

**Children's Services Center** – The contract with Daniel & Company **has been** executed and the pre-construction meeting has been held. We are now in the design-build planning phase during which time permit applications will be complete before mobilization.

**REACH** – The Hickory Road house is complete. We have obtained a Temporary Certificate of Occupancy and are awaiting action by the DBHDS Department of Licensing. The Baldwin Road house is near completion. If all goes well, we should be operating both sites by the end of October.

**NOTE:** The RBHA Leadership Team meets on Wednesdays from 10:00 to 11:30 AM.

Respectfully submitted,



John P. Lindstrom, Ph.D., LCP  
Chief Executive Officer

## **Stress to your Elected Officials how Important the Restoration of General Funds is to CSBs**

CSBs are appreciative of the \$7M allocated to restore a portion of the \$11M in general fund reductions that occurred as a result of Medicaid expansion. As of July 31, 2019, DBHDS determined the FY2019 general fund reductions exceeded the collection of CSB revenue by more than 10% during the 6-month period ending June 30, 2019. This year the CSBs are struggling with a \$25M reduction in FY2020.

Restoration of general funds is critical for CSBs to continue to serve as the public safety net. Because of these reductions and several factors below, VACSB will advocate that the full \$25M reduction be restored to the base budget.

- While CSBs are now able to bill for services provided to some of the individuals they had been serving without reimbursement, there are still individuals that CSBs serve that do not qualify for Medicaid expansion and there will always be individuals who do qualify, but for various reasons will not sign up for Medicaid. The CSBs continue to serve these individuals with no payer source from a now-reduced state general fund allocation. Medicaid expansion should have been a “yes, and” solution, not a “yes, but” scenario for CSBs with regard to their funding.
- The Medicaid rate for most services does not cover the cost to actually deliver the service. State general fund dollars help to reduce the negative impact of this fact and allow CSBs to continue to serve priority populations as designated by the General Assembly.
- An additional reason that the General Assembly should consider restoring CSB general funds to the base budget is the difficulty in providing services in a managed care environment. CSBs are experiencing reductions in authorizations for some services as well as an increase in the amount of time between when a service is delivered and when it is paid for by an MCO. The increased administrative cost is also a factor.

**RBHA Board Meeting  
 Development Report – October 1, 2019**

**Richmond Behavioral Health Foundation – As of August 30, 2019**

**YTD revenue: \$95,639.14**

**YTD grants: \$30,000**

**YTD gifts-in-kind: \$0**

Box of crocheted hats & scarves

	<b>Current Year (FY20)</b>	<b>Previous Year (FY19)</b>	<b>Two Years Ago (FY-18)</b>
	<b>Total Grants/Requests Submitted in FY20 (July 1, 2019 – June 30, 2020)</b>	<b>Total Grants/Requests Submitted in FY19 (July 1, 2018 – June 30, 2019)</b>	<b>Total Grants/Requests Submitted in FY 18 (July 1, 2017 – June 30 2018)</b>
<b>Number of Submitted Grants/Requests</b>	3 carryover from FY19 (\$40,000) 2 8,000 (TOTAL: \$48,000)	9 \$418,500 and up to \$500,000 (TOTAL: \$918,500)	8   (TOTAL: \$136,000)
<b>Number of Funded Grants/Requests</b>	3	5	6
<b>Dollar Value of Awarded Grants/Requests</b>	\$30,000	\$59,795 Approx. \$9,342 In-Kind	\$106,000.00
<b>Number of Pending Grants/Requests</b>	2	2	0
<b>Dollar Value of Pending Grants/Requests</b>	\$18,000	\$40,000	\$0
<b>Number of Denied Grants/Requests</b>	0	3	2
<b>Dollar Value of Denied or Partially Funded Grants/Requests</b>	0	\$821,500.00	\$30,000

**Update on Grants and Gifts:** See attached chart

**RBHA Board Meeting  
Development Report – October 1, 2019**

**Outreach/Appeals/Partners**

- Altria ELVE Event – October 23, 2019 – North Campus Greenspace
- Annual RBHF Giving Appeal to be mailed in November
- RBHA United Way Campaign to kick off in November - Goal \$40,000
- Giving Tuesday – December 3, 2019 – Cold Weather Items

**Media/Marketing:**

- Website Development – RBHA & RBHF – Charles Ryan Associates – anticipated launch in late fall
- Brand Federation – Branding & Messaging Proposal

**Events:**

- Art of Recovery – October 21, 2019, 5:30pm - 8:00pm

**Community Outreach:**

- Lewis Ginter Dinner – August 2019
- Rotary Club of Short Pump – September 2019

## GRANT Applications FY20

	Application Date	Request	Requested	Funded	Not Funded	In Kind	NOTES
Atria ACECF	5/8/2019	Homeless Services SUD Peer Outreach	\$ 25,000.00	\$ 25,000.00	\$ -		Outreach Services Funding
Dominion Foundation	6/7/2019	Homeless Services SUD Peer Outreach	\$ 15,000.00				Salary Support
Hands On Greater Richmond	6/28/2019	North Campus Greenspace	\$ -	Yes		\$ 8,000.00	Atria EIVE Project - Volunteers
Aetna		Alive RVA	\$ 5,000.00	\$ 5,000.00			Via Dawn - ALIVE RVA support
Women of St. Stephen's Church	8/15/2019	WRTC - North Campus	\$ 3,000.00				Welcome Kits - Women and Children
TOTALS:			\$ 48,000.00	\$ 30,000.00	\$ -	\$ 8,000.00	



# Summary of Staff Mission, Vision, Tagline & Values Survey

PRESENTED TO THE RBHA BOARD

OCTOBER 1, 2019



## Overview

- Per Board request, all RBHA staff were invited weigh in on the draft Mission Statement, Vision Statement, Tagline and Values (and to suggest additional terms if they chose to do so);
- Simple survey was constructed to allow staff to complete and react, respond and rate each individual item (i.e., mission and vision statements, tag line, and each value, separately);
- Survey sent to all staff with two weeks allowed to respond, with multiple prompts along the way.



## Presentation of Results Overview

- Results are presented in two (2) graphs for each survey question.
  - The line graph breaks out each response category separately;
  - The pie graph collapses categories as follows:
    - Excellent & Good paired
    - Fair & Minimally Satisfactory paired
    - Poorly
- Responses to the items in the Excellent/Good paired grouping ranged from 85% Excellent/Good to 69% Excellent/Good (only 1 item, *transparency*, rated below 70%, at 69% positive).

## Topline Summary

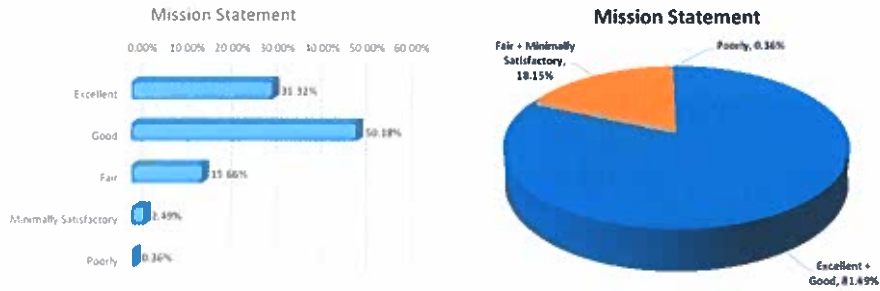
The average ratings across **ALL** questions are as follows:

Response	Average
Excellent	33.31%
Good	45.66%
Fair	16.69%
Minimally Satisfactory	3.43%
Poorly	0.91%

The average ratings across the consolidated categories are as follows:

Response	Average
Excellent + Good	78.97%
Fair + Minimally Satisfactory	20.12%
Poorly	0.91%

# Mission Statement

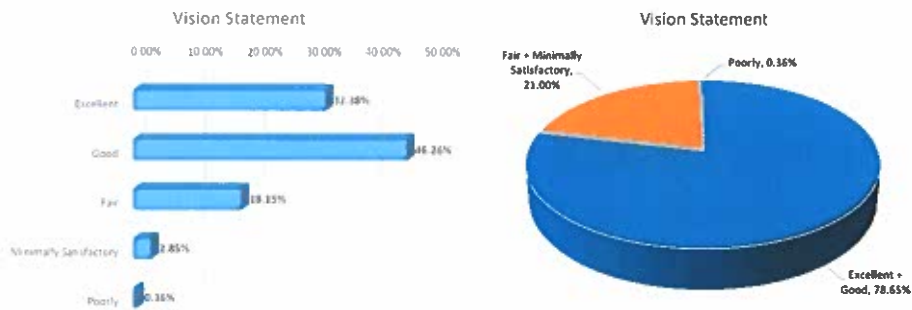


**Mission Statement: RBHA promotes health, wellness, and recovery for the people and communities we serve.**

*Please rate how well you think this captures our mission. How well does this portray what we do on a daily basis?*



# Vision Statement

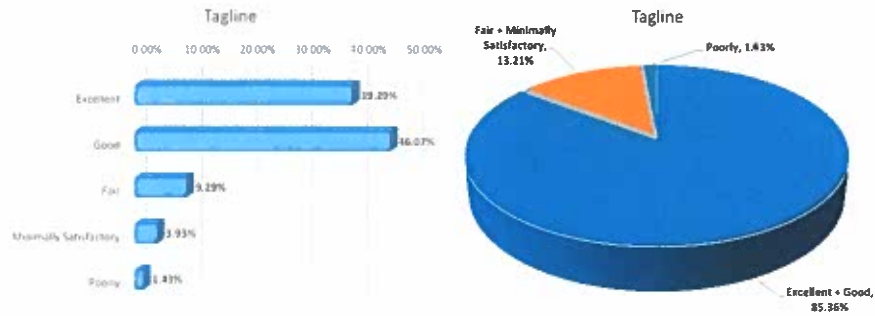


**Question 2: Vision Statement: An inclusive, healthy community where individuals are inspired to reach their highest potential.**

*Please rate how well you think this captures our vision. In other words, how well does this capture our hope for the future of our community and those we serve?*



# Tagline



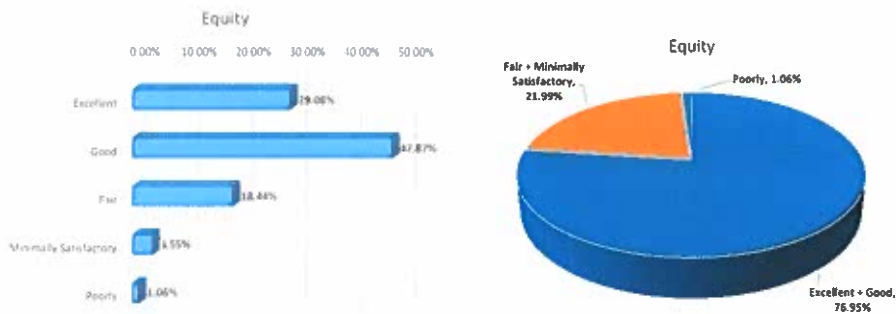
**Question 3: Tagline: Creating Healthy Communities - One Person, One Family, One Community at a time.**

Our tagline should be the 'quick hit', that is, it should sum up what we do succinctly and in a 'catchy' way.

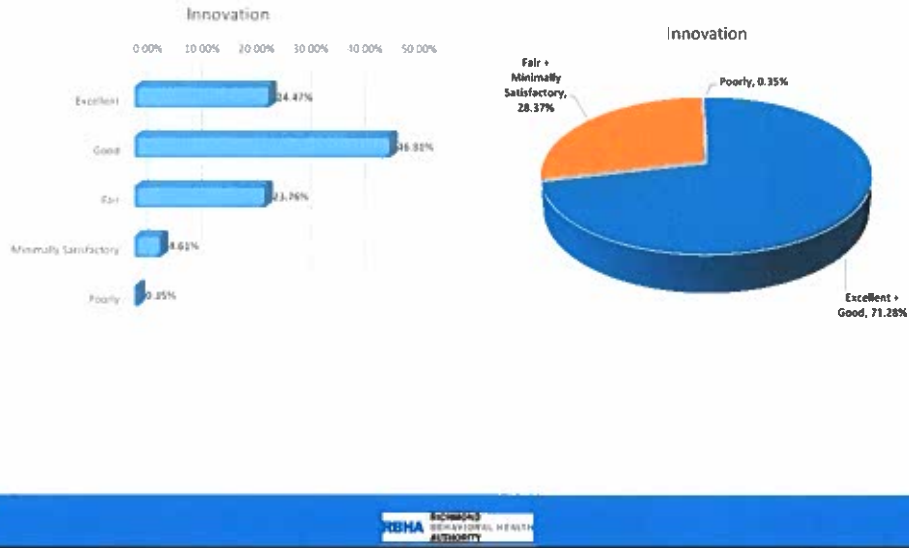
*Please rate how well you think this succinctly but clearly represents what we strive to do.*



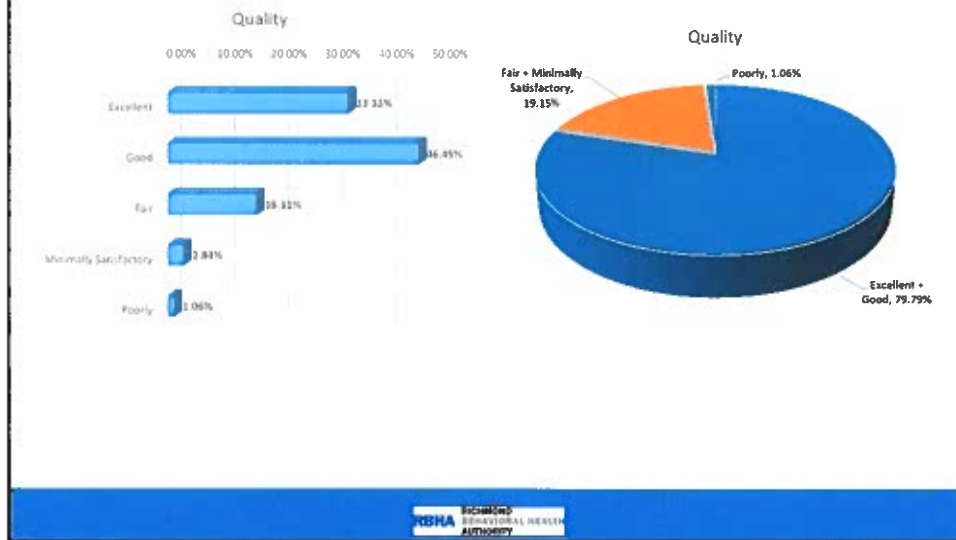
# Values: Equity



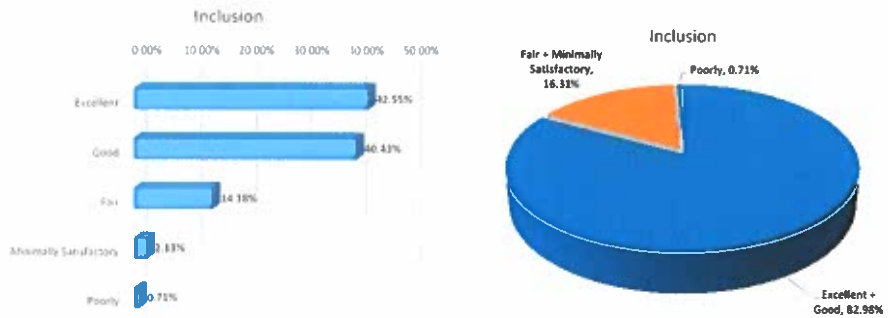
# Values: Innovation



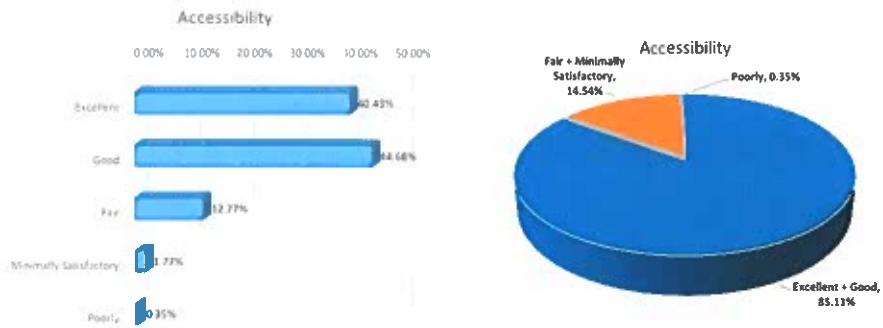
# Values: Quality



# Values: Inclusion



# Values: Accessibility





## Conclusions

- ALL of the work products were rated at 69% or higher (with an average of 78% positive reaction);
- There were a couple of possible, additional values for the Board to consider (e.g., *Compassion; Integrity*)
- Our recommendation is that the strong positive reaction rates moving forward with these with some possible 'tweaking' or additions