

**BOARD OF DIRECTORS MEETING MINUTES
November 1, 2022**

Richmond Behavioral Health Authority (RBHA) Board Members, the CEO and Executive Assistant assembled for this meeting in the RBHA Board Room at 107 S. 5th Street in Richmond, Virginia 23219.

This meeting was also held through electronic communication means due to safety concerns stemming from the coronavirus pandemic.

The public was provided the option to attend in person or by teleconference/videoconference via Zoom.

RBHA Board members present: Kristi Babenko; Tameisha Archer; Irvin Dallas, **Chair**; Karah Gunther, **Vice Chair**, via Zoom; Dr. Brian Maiden, via Zoom; Dr. Cynthia Newbille; Rev. Dana Sally-Allen; Malesia "Nikki" Taylor, **Secretary/Treasurer**; Eduardo Vidal and Stephen Willoughby.

RBHA Board members absent: Jenny Aghomo; Scott Cannady; Sarah Mines and Shauntelle Hammonds.

Staff present: Dr. John Lindstrom, **CEO**; Amy Erb via Zoom; Bill Fellows via Zoom; Susan Hoover via Zoom; Shenee McCray via Zoom; Dawn Farrell-Moore via Zoom; Carolyn Seaman via Zoom; Scott Ward via Zoom; Cristi Zedd via Zoom; Matt Gordon and Melese Evans, Executive Assistant.

RBHA's Legal Counsel: Jon Joseph of Christian & Barton, LLP, via Zoom.

Guests: None.

Proceedings:

- The meeting was called to order at 3:01 p.m. by Irvin Dallas, Board Chair.
- **Public Comment:** None.
- **The Board meeting minutes for October 11, 2022, were approved with a motion by Stephen Willoughby, seconded by Rev. Dana Sally-Allen and unanimously approved by all members present.**
- ***Motion: Stephen Willoughby moved to accept Karah Gunther and Dr. Brian Maiden's remote participation from their job; seconded by Malesia "Nikki" Taylor and unanimously approved by all members present.***

Employee Recognitions

- Heather Nieman, Registered Nurse, with the Assertive Community Treatment Team in Adult Mental Health Services was recognized as employee of the month.

Board Chair Report – Irvin Dallas

- Irvin Dallas asked Board members to let him or Melese Evans know if they would like to Chair the Access & Service Delivery Committee or the Nominating & By-Laws Committee, as these positions are currently vacant.

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 – Carolyn Seaman

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

Committee Reports:**Access & Service Delivery Committee – Malesia "Nikki" Taylor**

- The Access & Service Delivery Committee reviewed and discussed the RBHA Service Data report for the 4th Quarter of FY-22, certain recent trends in service volume, and the Human Rights report.
- The Committee discussed topics for future Board presentations.
- A draft report of the Access and Service Delivery Committee meeting is included in today's board meeting packet.

Advocacy & Community Education Committee – Dr. Lindstrom for Scott Cannady

- The Advocacy and Community Education Committee reviewed and discussed the Virginia Association of Community Services Boards (VACSB) 2022 Public Policy Brochure and Guidance document and the FY 2023 Advocacy Log.
- The Committee agreed focus will be on RBHA's budget and Board members will speak at the Budget Hearings next Spring.
- A draft report of the Advocacy and Community Education Committee meeting is included in today's board meeting packet.

Executive Committee – Irvin Dallas

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

Finance Committee Report – Malesia "Nikki" Taylor

- Total cash in the bank at August 31st was \$29.5 million, and RBHA's share of that cash is \$9.9 million.
- RBHA's operating reserve ratio for August was 1.52 or approximately 3 months of expenses.
- RBHA's net worth is \$12.4 million and Year-to-Date net income on August 31st was a loss of (\$1.9 million). Please note Deferred Revenue is \$22.9 million so the loss will net to zero with the recognition revenue earned.
- Gross Accounts Receivable is \$23.6 million and net Accounts Receivable (AR), after the allowance for doubtful accounts, is \$500,000 due from the Managed Care Organizations. At August 31st adjusting entries for the audit were in process and the Gross AR and the allowance are expected to change prior to wrapping up the audit. Accordingly, the net AR figure will improve and settle once adjustments are complete.
- The note payable balance at August 31st was \$2.7 million.
- A draft report of the Finance Committee meeting is included in today's board meeting packet.
- RBHA's offer to purchase the property at 2000 Mecklenburg Street for \$750,000 was rejected and Pilgrim Baptist Church countered with \$850,000. The Finance Committee agreed to authorize Dr. John Lindstrom to submit a revised letter of intent to Pilgrim Baptist Church to purchase the property located at 2000 Mecklenburg Street in Richmond, VA for \$850,000.

Motion: Stephen Willoughby moved that the RBHA Board authorize the RBHA CEO to submit a letter of intent to purchase the property at 2000 Mecklenburg Street for \$850,000; seconded by Rev. Dana Sally-Allen and unanimously approved by all board members present.

Human Resources Committee –Karah Gunther

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

Nominating & By-Laws Committee – Chair to be determined

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


Presentation: Developmental Services Overview, was presented by Cristi Zedd, LCSW, Chief Operating Officer, Developmental Services/REACH Region IV/ITC of Richmond. The presentation is included with today's meeting minutes.

The meeting adjourned at 4:47 p.m.

The next Board of Director's meeting will take place on **Tuesday, January 3, 2023, at 3:00 p.m., at RBHA, 107 S. 5th Street in Richmond, VA 23219.**

Respectfully Submitted:


Irvin Dallas
RBHA Board Chair


Dr. John P. Lindstrom
Chief Executive Officer

Richmond Behavioral Health Authority
Board of Directors
Chief Executive Officer's Report
November 1, 2022

Today's meeting of the RBHA Board of Directors will be the last for 2022. The Board takes the month of December off, so this is a good time to wish all members a happy and healthy holiday season. RBHA will observe **Election Day** (Nov. 8) and **Veterans Day** (Nov. 11), both next week. We will observe the **Thanksgiving Holidays** on November 24 and 25. **Christmas Holidays** will be observed on December 23 and 26. **New Year's Holidays** will be observed on December 30 and January 2.

RBHA held the first of several **mass job fairs** as one strategy to promote recruitment. Representative staff from all program areas were on site to engage job seekers and generate interest in joining the RBHA team.

Last month you heard how **School-based services** are in full swing. We are ramping up as quickly as staffing permits. As reported in national media, schools are stressed with challenges related to lagging achievement levels and ever greater numbers of students displaying adjustment problems. Our Child & Family Services division continues to work closely with representatives of the Richmond Public Schools to prioritize specific locations for service expansion.

RBHA's **EHR review team** has selected **four vendors to conduct two-day demonstrations** each between now and through the month of January. After all demonstrations are concluded, we will then begin the process of vendor selection and contract negotiations. Since Board approval will be necessary, we will **target February or March for a Board presentation** and recommendations for contract approval.

The house on Parker Lane in Chester, adjacent to the Adult Crisis Therapeutic Home, is now the property of RBHA. This house will be used as a **future, down-sized office location** for Central Virginia REACH. Now that the property has been acquired, we will begin the zoning work necessary for such use. If successful, contracts will be awarded for building modifications necessary to make the space more functional and accessible.

Negotiations for the purchase of the Chelsea Hill property continue. The owners rejected our initial offer and first counteroffer. We have settled on a **purchase price of \$850,000**. The terms stipulated in a new letter-of-intent will be discussed in today's meeting. Property inspections are underway and the amended purchase price has been reviewed and approved from a program and financial perspective.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "John P. Lindstrom", with a long, horizontal flourish extending to the right.

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

RBHA Board Meeting Development Report – November 1, 2022

Richmond Behavioral Health Foundation

YTD Unrestricted to RBHF: \$26,648.47 (as of 09/29/22)

YTD Restricted Funds (outside of grants) to RBHF: \$1,050.00 (as of 09/29/22)

YTD grants awarded: \$70,000

YTD gifts-in-kind: \$17,720.00

YTD Total Revenue: \$115,418.47

	Current Year (FY23)	Past Year (FY22)	2 years ago (FY21)
	Total Grants/Requests Submitted in FY23 (July 1, 2022 – June 30, 2023)	Total Grants/Requests Submitted in FY21 (July 1, 2021 – June 30, 2022)	Total Grants/Requests Submitted in FY21 (July 1, 2020 – June 30, 2021)
Number of Submitted Grants/Requests	3 carried over from FY22 \$178,000 6	14 Total: \$667,500.00	7 Total: \$108,820
Number of Funded Grants/Requests	3	7	3
Dollar Value of Awarded Grants/Requests	\$70,000	\$86,000.00	\$51,320
Number of Pending Grants/Requests	3	2	1
Dollar Value of Pending Grants/Requests	\$17,000	\$178,000.00	\$15,000
Number of Denied Grants/Requests/Postponed	4	3	3
Dollar Value of Denied or Partially Funded Grants/Requests	\$140,500	\$403,500	\$57,500
Gifts in Kind - Monetary Value (Includes Value of Volunteer Hours and Value of donated items)	\$17,720.00	\$65,242.44 (Volunteer Hours Value) \$43,330.00 (Donated Items Value) TOTAL: \$108,572.44	\$68,357.20

RBHA Board Meeting Development Report – November 1, 2022

Volunteer Hours	454	2306	1551
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Update on Grants and Gifts: See attached chart

Volunteer Projects:

- Hands On Greater Richmond – coordinating a DIY Project on our behalf – Children’s Personal Care Kits – July 2022 – **Received 272 Kits**
- Hands On/ Altria Event – July 20th 1pm – 5pm – North Campus WRTC, 100+ volunteers – **Project completed**
- Hands On/Altria – submitted 3 proposals for fall 2022 projects (see chart)
Phase 2 of the WRTC Project – project completed September 21st
- 3 DIY Volunteer Projects for the Fall
 - Snack Kits
 - Personal Care Kits
 - Cold Weather Item Kits
 - Drop Off Dates are Nov 3rd, Nov 15th, and Dec 9th
- Hand On Fairfax/CarMax Volunteer Event – November 17th – North Campus – weeding, mulching and putting to bed all the garden spaces for the winter; building raised bed planters for Chelsea Hill Campus; Nourishment Kits

Community Engagement:

- American Horticulture Society Conference – Tour of North Campus Greenspace – July 14th, 11am
- Marshall Center Exercise Room Ribbon Cutting – August 2, 1pm – Exercise Room funded by Aetna

Events:

- Marshall Center Exercise Room Ribbon Cutting – August 2, 1pm – Exercise Room funded by Aetna

Appeals:

- *Refresh for Recovery* Campaign – RBHF Board of Trustees Campaign - \$5,000 match to paint the entry, dining room, and common areas on the 1st Floor at 1700 Front St.
- Giving Tuesday – November 29th – focusing on Homeless Services for this appeal
- Year-end Appeal – will begin around Thanksgiving – social media, email, and direct mail components

Mini Grants:

We awarded the first 3 \$5,000 grants to:

- ACT – develop a Vocational/Educational group to assist individuals with developing job skills and furthering their education
- DS Children’s Services – community inclusion events and activities for children and families
- WRTC Children’s Services – Welcome Bags for children accompanying their mothers in treatment, community inclusion activities

Next 3 Mini Grant will be awarded in December/January

Marketing Plan 2021 - 2023

Phase I: Hello Richmond

Articulating the organizations purpose ,
engaging with employees
and raising awareness of the
organization in the city

2021

Phase II: Did You Know?

Public education about
behavioral health needs
and services

2022

Phase III: Amplify and Connect

Client acquisition,
program enhancement,
and donor engagement

2023

Phase I: Hello Richmond

Articulating the
organizations purpose ,
engaging with employees
and raising awareness of the
organization in the city

2021

Focus of Phase I :

Start from the inside out
Creating structure and
generating connections
Connect our work back to
those we serve

- Creation and development of our brand – many months
- Executive Leadership Team and the Boards were kept involved in the process throughout
- Internal roll-out to staff beginning with an All-Staff Virtual meeting
- Several virtual team building events over the course of months
- Multiple emails providing direction, resources, and support around the changes
- Began incorporating into daily operations and continue to do so

Building mural in July 2021 was the perfect transition from internal to external focus. We had staff and client engagement with the creation of the mural and a beautiful video.

- Good Media coverage of our “unveiling” of the mural
- Year-End Appeal: >100% increase in donations

Phase II: Did You Know?

Public education about
behavioral health needs
and services

2022

FOCUS of Phase II:

Newsletters
Social Media
Website
Events

Made the transition to external communications beginning with the mural

General Education & Awareness Campaign

- multiple social media posts every week on all 4 social media platforms
- monthly newsletters
- Mural t-shirts (walking billboards & supported the social media costs)

Planned on having Open Houses – cancelled due to COVID and limited staff to participate – still an option whenever we are ready

Staff are out more in the community at events – we are creating new marketing collateral and program brochures across the agency

Created a new page on our website to highlight employees:

- Employee & Team of the Month
- Employee Spotlights (i.e., social workers during Social Work Month)
- Employee Retirements

Year-End Appeal for 2022???

Phase III: Amplify and Connect

Client acquisition,
program enhancement,
and donor engagement

2023

Continue to connect to the greater community however we can and hope to see more benefit from our efforts this year

Already this fiscal year, we've seen more new donors (unsolicited) and new partners – i.e., event with CarMax later in November

Focus this year on telling the story of Richmond Behavioral Health in different ways



Developmental Services (DS) Overview

Cristi Zedd, LCSW, Chief Operating Officer for
Developmental Services

November 1, 2022

Eligibility Definitions

What is a Developmental Disability (DD)?

- A developmental disability is a severe, chronic disability that can be cognitive, physical or both. Developmental Disabilities appear before the age of 22 and are likely to be lifelong.

What is an Intellectual Disability (ID)?

- An intellectual disability is a disability characterized by significant limitations in both intellectual functioning (i.e. reasoning, learning, problem solving) and in adaptive functioning (which covers a range of everyday social and practical skills). The age of onset is before age 18.

Common Developmental Disabilities

Intellectual Disability

Cerebral Palsy

Autism Spectrum Disorder

Genetic or Chromosomal Disorders such as Down Syndrome, Fragile X

Developmental Disability Stats

Recent estimates show there are approximately **4.92 million individuals in the U.S.** living with an **intellectual disability**, which is about 17% of the U.S. population
(Braddock, et al. 2015)

People with disabilities are 4 to 10 times more likely to be abused- more frequently, for longer periods of time, less likely to access justice system, by caregiver or someone they know
(Disabilityjustice.org)

It is estimated that **30-35% of all persons with intellectual or developmental disabilities** also have a **psychiatric disorder**
(National Association for the Dually Diagnosed (NADD) n.d.)

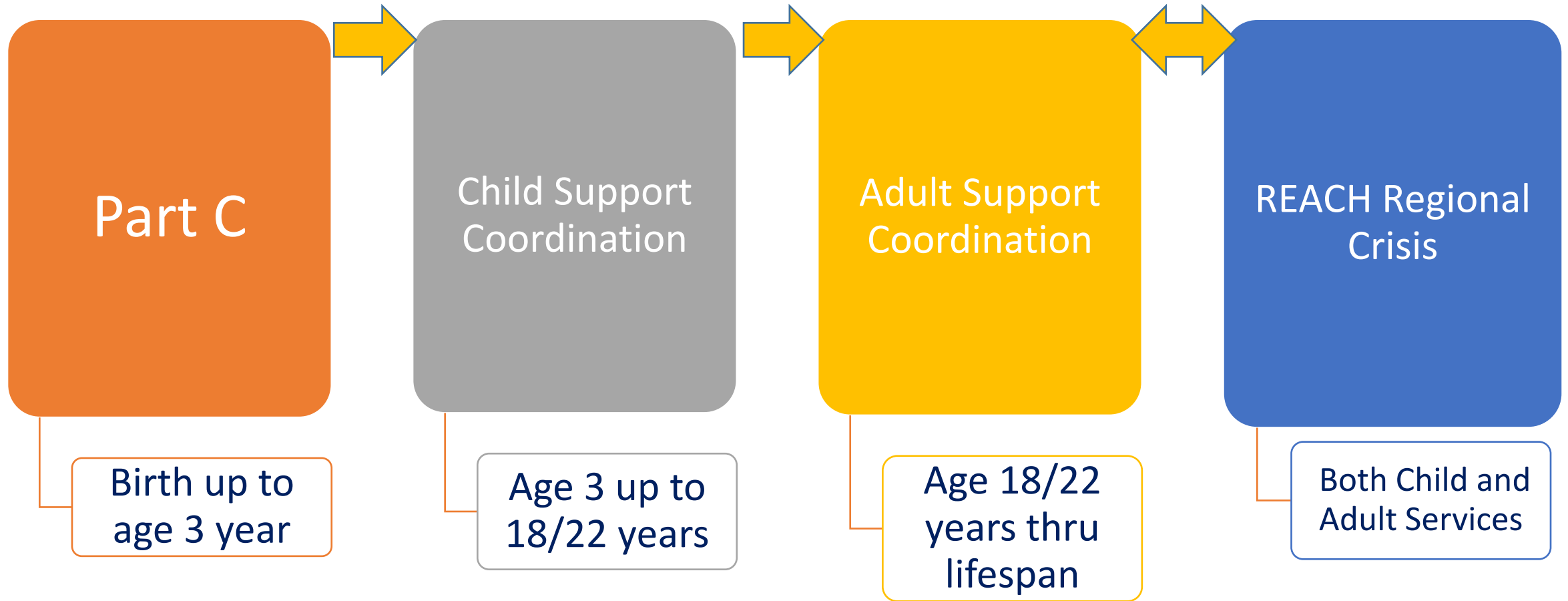
Approximately **15% of children age 3-17, or 1 in 6 children**, in the U.S. has some type of **developmental disability**
(Boyle, et al. 2011) (Centers for Disease Control and Prevention 2015)

People with disabilities make up the largest minority group in the US, yet are underemployed due to barriers beyond their control. General employment rate is 70%, only 30% of adults with developmental disabilities are actively employed
(Nyfoundling.org)

Many children and adults have more than **one type of intellectual or developmental disability**. Each likely to result in a variety of challenges requiring different types of care and services (Achievable.org)

People with intellectual and developmental disabilities have been shown to have **poorer health and poorer access to health care** (Havercamp and Scott 2015), (Havercamp, Scandlin and Roth 2004), (Voelker 2002)

DS CORE SERVICE AREAS



Access Services

- Each DS Core Service Area has an Intake Clinician/Coordinator position, which fields all service inquiries. REACH has a 24/7 Crisis Hotline, which is staffed by a team of crisis professionals.
- Most Developmental Service (DS) inquiries come directly from family members, medical/other professionals and transfers from other CSBs.
- Eligibility for services is determined:
 - Part C services require a multidisciplinary evaluation and assessment
 - For children between the ages of 3-6, a developmental assessment is required.
 - For individuals over the age of 6 years, a psychological evaluation containing a diagnosis of intellectual and/or developmental disability prior to the age of 18 years old is required for DS Support Coordination and REACH
- If needs arise regarding MH or SUD issues, the individual is referred to RAPID ACCESS for further assessment and eligibility determination

Part C/ Early Intervention



RBHA is the Local Lead Agency for Part C/ Early Intervention (EI) in Richmond: *ITC of Richmond*

EI is a Federally Mandated system of services that helps babies and toddlers (0-3) with developmental delays or disabilities

EI focuses on helping babies and toddlers learn basic skills that typically develop during the first three years of life, such as walking, solving problems, talking, playing, and eating

EI services must be provided in natural environments (homes, daycares)

Support Coordination: Child and Adult

The Support Coordinator (SC) helps develop and implement a person centered plan focused on achieving a good life. Through this planning process, the individual and his/her natural supports take steps towards:

Identifying needed supports to achieve a good life

Linking to resources within the community that meet these needs

Collaborating with a wide variety of professionals, programs, and agencies to advocate and deliver supports

Working with community partners, such as school/day support staff and medical specialists, to provide services that best match the individual's strengths

Monitoring the individual's changing needs and ensuring that he/she continues to receive the most appropriate supports

DS Contracted Services

**Part C Assessment and
Therapy Services**

**Children's Afterschool
Services**

OBRA/Training Centers

**Supportive Residential
Services (SRS)**

**Supported/Transitional
Employment**

Support Coordination Stats- FY 22

33

**# of Waiver Slots
awarded to
individuals at
RBHA**

4

**# Individuals
remaining in
State Training
Centers**

14

**contracts
with private
providers to
provide
services**

36

**# SRS Individuals
maintained in
independent housing
thruout pandemic**



Developmental Disability (DD) Waiver

Medicaid DD Waivers were developed through a joint federal–state program to enable people with disabilities to access services in their homes and communities by:

- ***waiving*** the usual requirements that individuals must live in institutions in order to receive Medicaid funding for services and
- ***funding*** certain community-based alternatives for people who are eligible for long-term care in institutions such as hospitals, nursing facilities, and intermediate-care facilities.

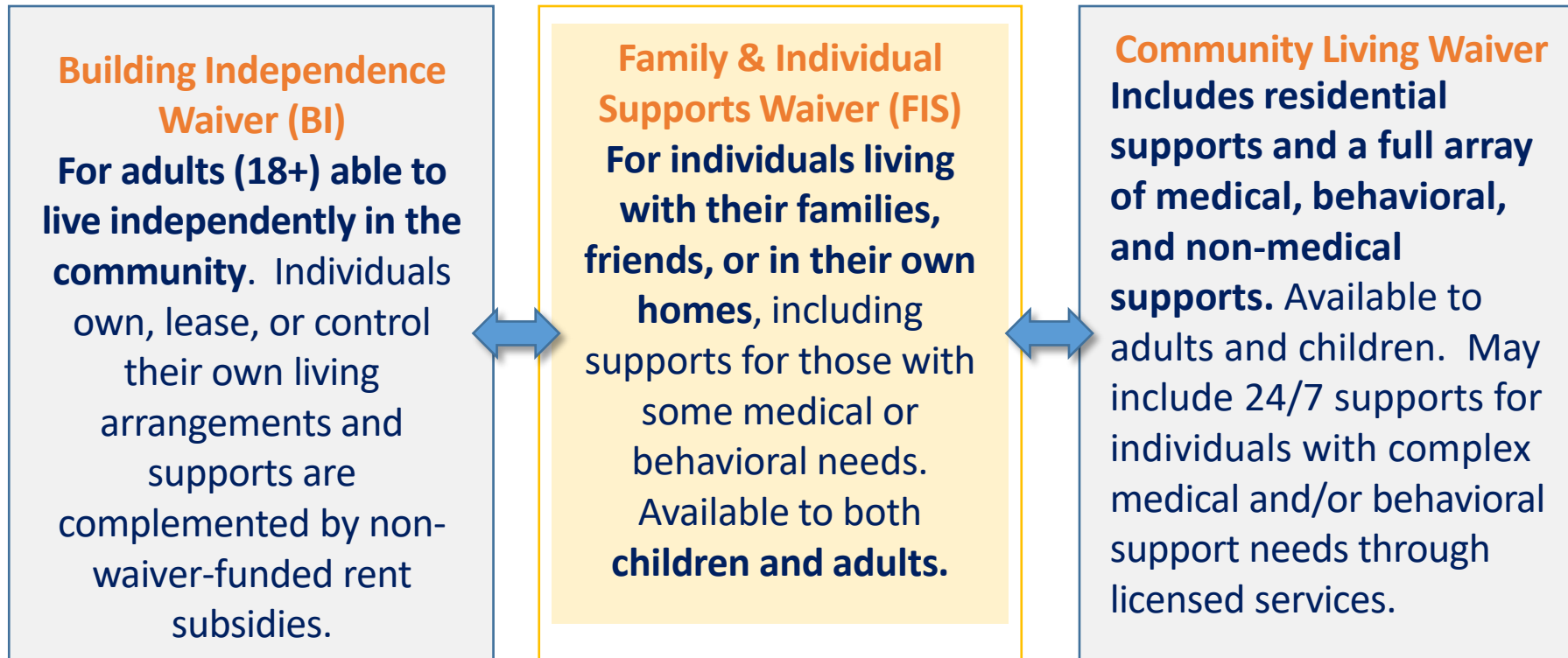
DD Waiver Administration in VA

The DD Waivers are operated in the following manner:

- Appropriation of additional funds is dependent upon General Assembly Action
- Department of Medical Assistance Services (DMAS) administers
- Day-to-day operations are managed by the Department of Behavioral Health and Developmental Services (DBHDS)
- Community Services Boards (CSBs) or Behavioral Health Authorities (BHAs) provide case management services; actual services are delivered by *some* CSBs/BHAs and private providers across the state

THREE DD Waivers

RBHA TOTALS 498: BI=9 FIS=106 CL=383



DD Waiver Waitlist

STATEWIDE

Total Individuals
on Waitlist (WL)
= 14,250

Highest
Priority=3,704

PRIORITY STATUS LEVEL

PRIORITY ONE

PRIORITY TWO

PRIORITY THREE

RBHA

Total
Individuals on
Waitlist (WL) =
321

REACH Regional Crisis Services



- REACH Community Crisis Services were created in response to the Department of Justice Settlement Agreement (2012)
- REACH is a statewide program served by five regional programs
- RBHA operates REACH for Region IV
 - Comprised of 7 localities: Chesterfield, City of Richmond, Crossroads, D-19, Goochland/Powhatan, Hanover & Henrico
- REACH emphasizes crisis PREVENTION through early identification of individuals at high risk, involvement in development of crisis response plans, training and technical assistance

REACH Services

- REACH Regional offices are located in Chester at Festival Park
- One Adult Transition Home (ATH) in Chester
- Two Crisis Therapeutic Homes (CTH) in Chester:
 - Adult CTH
 - Child CTH



REACH SERVICES



Child and Adult REACH Stats- FY 22



of unduplicated
Individuals who
received Mobile
Crisis Response

**PREVENTION
WORKS!**

1284 Individuals receiving
Crisis Prevention

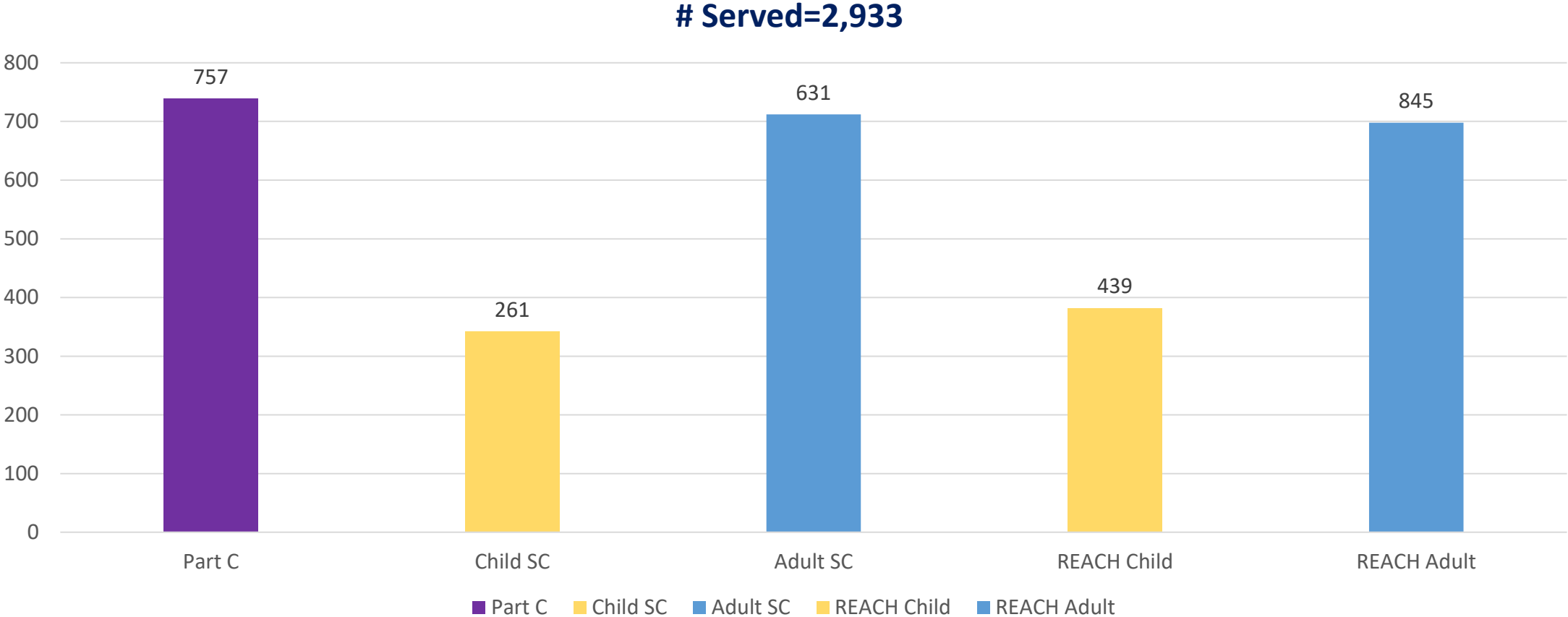


198 Individuals receiving
Community Crisis
Stabilization



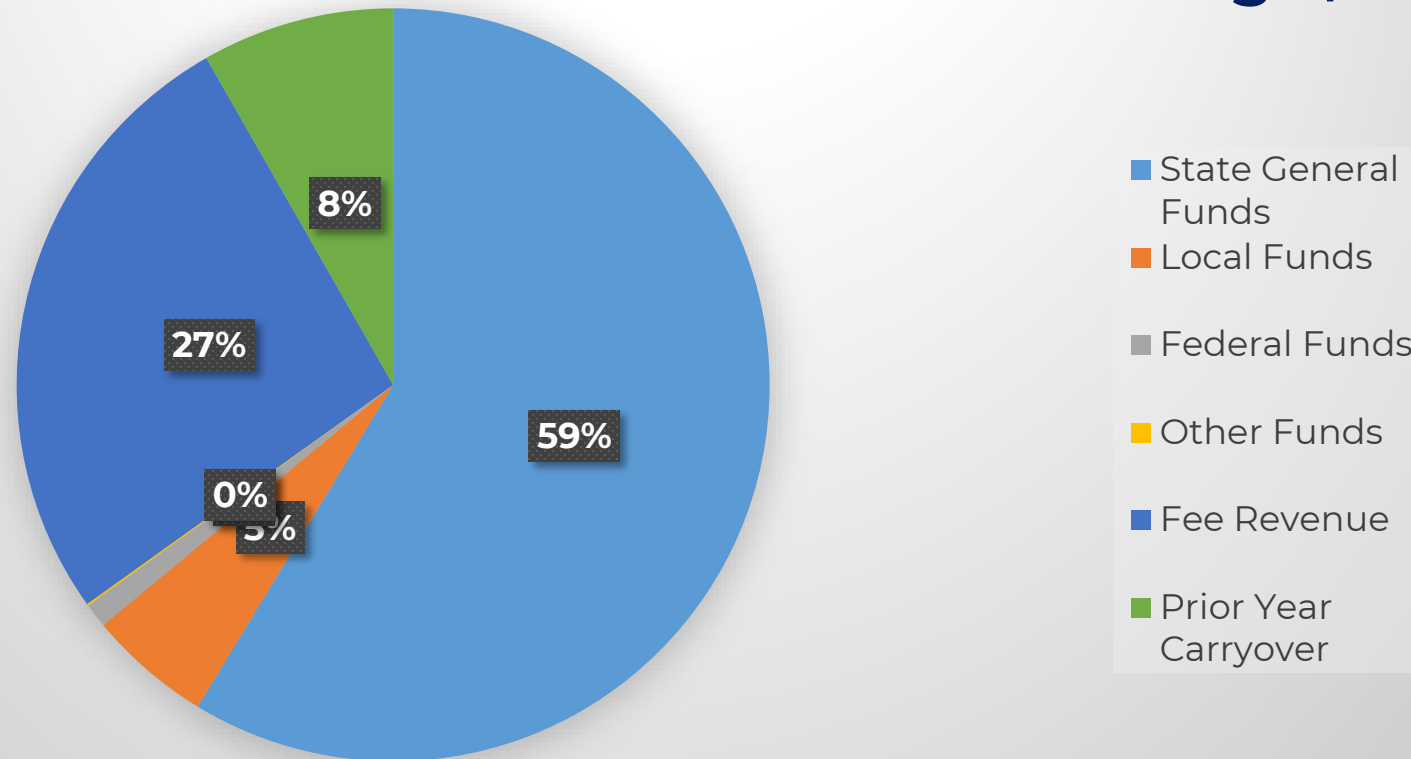
124
Crisis
Therapeutic
Home
Admissions

FY 22 DS Individuals Served



Developmental Services Funding

Total Funding: \$15,648,000



DD Waiver Budget Impact

While RBHA does not directly receive or disperse funds for DD Waivers, we manage around \$30 million in Waiver services



DS Division Highlights

- *Part C: Achieved 100% compliance on all federal indicators with DBHDS Annual Record Review*
- *Part C: Added a Clinical Position (LCSW) to address program growth and social-emotional needs of infants & toddlers*
- *Support Coordination: Annual Licensure audits with **no corrective action plans or citations for past two years and several other DBHDS & DOJ audits with no corrective action plans or minimal citations***
- *Adult Support Coordination: **Among the top 5 CSBs** in the State with the highest numbers of individuals employed*
- *Support Coordination: Despite significant staffing shortages and high turnover rate, **continued to meet billing and productivity targets***

DS Division Highlights

- **REACH:** Despite challenges in workforce, the **REACH Leadership Team** has **remained in tact over past several years**
- **REACH:** **Crisis Therapeutic Homes** have remained open and operational at full **capacity** for the vast majority of the pandemic and **returned to in-person mobile crisis response successfully**
- **REACH:** **Achieved 100% compliance with DMAS audit** and **several other audits reflect that the program is meeting all requirements**
- **REACH:** **348 people trained in the community**
- **REACH:** **4958 total crisis call received** to the REACH Hotline

Challenges

Workforce shortages, staff recruitment and staff retention

Difficulty finding service providers with adequate staffing to take new referrals

COVID- 19 stressors

Length of time it takes to receive new psychological evaluations for eligibility determination

Increasing number of referrals and open cases

Recent increase in youth in foster care without placement accessing REACH residential crisis stabilization services

Pressures to serve all referrals regardless of clinical factors

Looking Forward

Continuing remote and hybrid work flexibilities

Adding parent support group to Part C

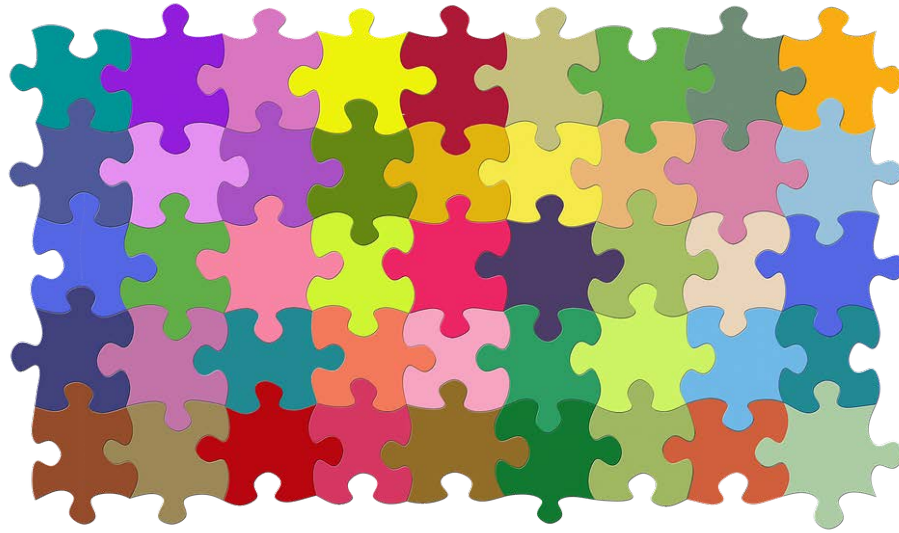
REACH staff makes up 50% of the Regional Mobile Crisis Hub

Creating a REACH Systems Trainer role in order to increase community-based trainings

REACH providing training to Foster Care providers in I/DD

Utilizing new developmental assessment tool (DP-4) to determine eligibility faster in Child DS

Agency is hiring new, fulltime psychologist



QUESTIONS?