

NORFOLK COMMUNITY SERVICES BOARD MINUTES

Tuesday, January 10, 2012

225 W. Olney Road, Norfolk, Virginia

Members Present:

Kenny Bryant, Chair
Kathy Weaver, Secretary
Lewis J. Taylor, Ph.D.
William Graves, III, Ed.D.
Dana L. Redding
Capt. Henry Conde, Ret.
Capt. Garrat "Gary" Cooper, Ret.
Eunice Whitehurst
Dorothy Isaac
Patrick D. Thrasher, M.D.

Comprising a quorum of the members of the board.

Staff Present:

Charles G. Ray, Interim Executive Director
Robert Horne, Corp. Compliance Officer/Board Clerk
Bill Forte, M.D., Chief Medical Officer
Mark Moser, Chief Financial Officer
Joseph Shorter, Human Resources Director
Jackie Griffin, Executive Assistant

Advisors Present:

Tasha Scott, Norfolk City Attorney's Office
Jack Cloud, Norfolk City Attorney's Office

Absent:

CDR Gary Hammond, Ret.
Capt. Neil Walsh, Ret.
George H. Tatterson, Jr., CPA

Call to Order

The meeting was called to order by the chair at 4:00 p.m.

Special Recognition

The board secretary made a special recognition on behalf of the members of the board to the previous board chair; Lewis J. Taylor, Ph.D. Dr. Taylor shared with the members of the board his appreciation of the dedicated efforts of the members during his term as chair.

Board Education / Briefing

Virginia Freedom of Information Act – Tasha Scott, Esq., Norfolk City Attorney's Office

Ms. Tasha Scott made a presentation to the members of the board to review the requirements of the Virginia Freedom of Information Act (see attached handout). Members of the board were invited to ask questions in regard to the presentation. Questions asked by the members were responded to by Ms. Scott and Mr. Cloud of the Norfolk City Attorney's office. The chair made a recommendation that the various sub-committee chairs exercise discretion in setting up meetings of the sub-committees in order to avoid concurrent e-mails with the committee members.

Legal Counsel Briefing on State Required CSB Services – Jack Cloud, Esq., Norfolk City Attorney's Office

Mr. Cloud indicated that he was not prepared to provide the members with a briefing, but would be willing to provide the members with this briefing at the next meeting of the board.

Norfolk CSB Board Manual

The secretary provided the members with a revised manual for the members of the board. The binders contained the updated board membership list, Norfolk CSB Organizational Chart, a glossary of terms, the board policy manual and

the board by-laws, as well as a PowerPoint presentation by Dr Forte on Mental Illness, Substance Abuse and Intellectual Disability. Board members were introduced to the new Board of Directors page that is now available on our website (<http://www.norfolkcsb.org/CSBBoardOfDirectors.htm>).

Approval of the December 2011 board meeting minutes

The Chair requested whether the members had any changes and whether they would they accept the board meeting minutes for the December 9th, 2011. There was one correction.

A motion was made and seconded to accept the minutes as corrected. There was no discussion. The motion passed unanimously.

Establishment of Ad-Hoc Committees:

The chair proposed the establishment of the following Ad Hoc Committees to be chaired by the member indicated:

- **Operational/Outcomes Dashboard – William Graves, III, Ed.D.**
 - Neil Walsh
 - Eunice Whitehurst
 - Jay Taylor
- **Financial Dashboard – Capt. Garrat “Gary” Cooper, Ret. – Chair**
 - George Tatterson
 - Gary Hammond
 - Henry Conde
- **Executive Director Search – Patrick D. Thrasher, M.D. – Chair**
 - Jay Taylor
 - Henry Conde
 - Dottie Isaac
- **branding – Dana L. Redding – Chair**
 - Neil Walsh
 - Kathy Weaver
 - Bill Graves
 - Dottie Isaac
- **Governance – Capt. Henry Conde, Ret. – Chair**
 - Pat Thrasher
 - Kathy Weaver
 - Kenny Bryant

The chair indicated that he had been in contact with all but two of the members about serving on these various Ad Hoc Committees.

A motion was made to adopt the AD Hoc Committees, chairs and members as proposed. The motion was seconded. There was no discussion. The motion passed unanimously.

Coordination of meetings and materials for these committees should be made via e-mail directly to Jacklyn.Griffin@Norfolk.gov. The Executive Director requested that committee chairs copy him (Charles.Ray@Norfolk.gov) on requests to Norfolk CSB staff through his office.

Governance Matters:

- **Proposed letter to City Council re: additional board members** – The chair shared that he believed that the board should send a letter to City Council requesting the appointment of additional members. He also noted that the board did not have accounting or legal representation.

- **Board Meeting Start Time** – The chair requested that the members confirm that 4:00 PM was an appropriate start time for the members. There was no indication that this was problematic. He also requested that the members set their calendars to end the board meeting at 7:00 PM.

- **Establishment of Future Board Agenda Items** – The chair solicited the members to provide input on the items that the members wanted to see on the board agenda in their future meetings. The chair invited members to bring forward any items that they feel need to be addressed on the board’s agenda. The following items were brought forward as areas of concern:
 - Access to Care
 - Treatment of Consumers
 - Board Services – Who, What, When, Where, How
 - Education on Services Provided – mandated and non-mandated
 - Strategic Planning – Where are we going? Ends, tools, metrics.
 - Penetration Rates throughout Norfolk – Mapping of existing consumers receiving services by disability/diagnosis
 - Impact of Health Care Reform on Behavioral Health
 - Town Hall Meetings – Consumer Advisory Council, Consumer/Staff/Public opportunities to have conversations with the board
 - More information on ID services in Norfolk. NPS Services vs. NCSB services
 - Improved opportunities to have ongoing conversation with City Council.

- **Public Comments at Board Meetings** – The chair spoke about the need to have opportunities to allow the citizens of Norfolk to provide input to the board.

- **Primary Care Fee Schedule** – The proposed rates for primary care services for the integrated behavioral care were presented for approval to the board (see attached).

A motion was made and seconded to approve the rates as distributed. There was no discussion. The motion was passed unanimously.

- **Wainwright Building** – The chair reported to the members about the proposed move of primary care services, PACT, and Outpatient services to the Wainwright building. He indicated that there was some controversy in regard to the lease arrangements to move services to the Wainwright building. There was a verbal agreement to only move primary care services to Wainwright and not to expand to other services (e.g. PACT and outpatient services) without approval from the local civic league. The Norfolk CSB has agreed to limit services at the Wainwright building to primary care. The Executive Director reported to the members on his recent testimony in bankruptcy court in regard to the Wainwright building. The Developers want to convert the building into residential units. The proposed start-up date for our primary care services at the Wainwright building is February 25th.

- **Meeting with City Council** – The chair informed the members that the City Council has requested to meet with the members of the board on February 7th at 2:00 PM in the City Hall building, 10th floor. He shared that from his meeting with the City Manager that he expects to hear a decision on the status of the board with the City prior to this meeting.

Report of the Executive Director

The Executive Director shared the tremendous transition and changes that are facing the Norfolk CSB in the environment of health care reform. He shared about taking a proactive approach to serving the community’s behavioral health care needs. He spoke to the need to continue to position the Norfolk CSB to be at the forefront of health care reform. He shared his support for the strategic planning that the board is engaging in as well as the tactical planning that is required to negotiate the changing health care environment.

- a. **Financial Update** – The CFO provided an update to the members of the board on the current state of the Norfolk CSB’s financial health. He reported on the development of program unit-level profit & loss

statements. He indicated that by the end of the 2nd quarter that the unit-level revenue reports would be available to individual units and supervisors. He shared that our plan is that by the 3rd quarter that the allocation of indirect and direct administrative costs will be available at the unit-level. Finally, by the end of the fiscal year there would be comprehensive unit-level reports of financial viability. He indicated that fees were still not where they needed to be and that the projection for fiscal year-end were not substantially different than the previous report to the board.

- b. **Human Resource Update** – The HR Director reported on the on-boarding of staff, including licensed, nursing and other categories of staff. He also provided an update on actions related to the Wainwright building. He shared about the right sizing of staffing levels and the decision to close the Therapeutic Learning Center (TLC). This will impact 10 staff at the TLC. He also shared about looking at the feasibility of bringing on a staff to handle public relations and branding issues for the organization.
- c. **Medical Services Update** – The CMO reported on the efforts of the organization to bring on Integrated Behavioral Healthcare (IBH) services. He shared about the hiring of a primary care physician, a practice manager, and other staff for our IBH services. He also shared about preparations to bring the laboratory and other services to the IBH service delivery system. He shared about the plans to move our crisis stabilization unit over to Sentara Norfolk General Hospital in the near future. He responded to questions from the members on the population that would be served by our IBH services. The initial population would be consumers who have Serious Mental Illness (SMI) and insurance coverage. The goal is to serve 225 individuals by the end of the initial year of services.
- d. **Virginia Behavioral Health Partnership** – The Executive Director shared that the agreement had received the approval from the City Attorney’s office. William Graves indicated that, due to a personal relationship that he had, he would need to be recused from any discussion or decisions related to this agreement to avoid a conflict of interest. The chair shared that, based on prior action of the board, the Executive Director was free to sign the agreement.

Adjournment

A motion was made and seconded to adjourn the meeting. There was no discussion. The motion passed unanimously and the meeting was adjourned at 6:33 p.m.

The next meeting will be held on February 14th, 2012, at 4:00 p.m. at 225 W. Olney Road.

Respectfully submitted,

Kathy Weaver
Secretary

KW/rah