

# DISTRICT 19 COMMUNITY SERVICES BOARD

## MENTAL HEALTH, INTELLECTUAL DISABILITY and SUBSTANCE USE SERVICES

20 W. Bank Street - Suite 7 • Petersburg, Virginia 23803

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Jennifer Tunstall, LCSW  
*Executive Director*

Melissa DeVault, MS  
*Director of Operations*

District 19 Community Services Board held a regular meeting of the Board of Directors on Thursday, December 5, 2019 at 6:00 p.m. at 20 West Bank Street, Petersburg, Virginia 23803.

I. The Vice-Chair, Brenda Ebron-Bonner, called the meeting to order at 6:09 p.m.

II. **Roll Call:**

<b>PRESENT:</b>	Brenda Ebron-Bonner	Ray Spicer
	Rose Mastracco	Mark Shiflett
	Bertha Judge	Sherry Saunders
	Frances Randolph	Daphne Turner
	Gary Talley	Jean Grim
	Shamika Lewis	Kenneth Robinson
	Danielle Powell, P.C.	

<b>EXCUSED:</b>	W. Joe Green	Richard Yates
	Antonio Morgan	Shel Bolyard-Douglas

III. **Approval of Agenda**

**MOTION:** Mr. Robinson made the motion to approve the agenda as presented.

Seconded by: Mr. Talley

Motion carried

IV. **Approval of Minutes**

**MOTION:** Mr. Talley made the motion to approve the minutes of the October 24, 2019 meeting as presented.

Seconded by: Ms. Randolph

Motion carried

V. **Public Comments** – Sherry Condell presented information regarding personnel issues and her experience at District 19.

- PARTICIPATING MEMBERS -

Colonial Heights  
(804) 520-7210

Dinwiddie  
(804) 469-3746

Emporia/Greenville  
(434) 348-8900

Hopewell/Prince George  
(804) 541-8660

Petersburg  
(804) 862-8002

Surry  
(757) 294-0037

Sussex  
(804) 834-2205

- VI. Employee Recognition** – Jennifer Tunstall, Executive Director, recognized Ursula Hilton, Medical Records Technician, from the QI Department as Employee of the Month for November 2019. Ms. Hilton goes above and beyond her scope of duties by assisting several clinics/programs with records related duties. She embodies the team player spirit. Her desire to ensure that we are in compliance and have maximum storage space, even if it means a herculean amount of extra work for her, is commendable.

Mrs. Tunstall also recognized Devin Finch, Administrative Support Specialist, from the Adult Services Division in the Emporia Clinic as Employee of the Month for December 2019. Mrs. Finch is a great asset to this agency due to her hard work and dedication to her job duties. She exemplifies excellent customer service by helping others, including clients. She has assisted clinicians with duties when they are tied up. She is always positive and assists wherever she is needed.

The award for Employee of the Month recognizes the exceptional and significant achievements of individual staff that exemplify District 19's excellence in public service.

- VII. Old Business – None**

- VIII. New Business**

- A. New Policy – Policy MIS004 Text Messaging Appointment Information** – Mrs. Tunstall gave an overview of the new policy in which staff would be able to use their agency cell phones (no personal devices) to confirm, reschedule, or cancel scheduled appointments with consumers. Consumers must sign District 19's "Authorization for Text Messaging" form prior to communications via text message. Texting for appointments will occur only during business hours. Consumers must be informed that any after-hours texting may not be received until the employee's next work day. Employees must use the Passcode Lock Security feature on agency cell phones to protect protected health information. If a consumer sends/replies to a text that provides clinical treatment information, this shall be noted in the consumer's progress note in the electronic health record.

Mrs. Tunstall stated that if the policy is approved, it will be limited to the Infant Intervention Program for a trial. This new policy will not impact many programs due to the requirement to use an agency cell phone, and the maintenance that would come with inputting appointments in manually. The future goal is to look at options of automated text/phone call reminder systems. In response, Board members would like to see a statement added to the policy and/or form that

speaks to the requirement and compliance of EEOC/ADA. The Board attorney will notify Mrs. Tunstall of the exact verbiage to use. It was requested that Mrs. Tunstall report back to the Board in 60-90 days on how the trial is going.

**MOTION:** Mr. Spicer made the motion to approve and do a trail of the policy for 60-90 days and report back with progress.

Seconded by: Mrs. Mastracco

Motion carried

- B. QI Citations** – Mrs. Tunstall informed the Board that the Performance Contract requires that the Board of Directors be made aware of any citations from audits. Therefore, the Board will receive a Quarterly DBHDS Cap Report addressing all citations after audits have been done. This quarterly report is in regards to the Department of Behavioral Health and Developmental Services (DBHDS) and the Corrective Action Plan (CAP's) that are issued when there are regulatory issues/inconsistencies in our practice/s as an agency. These CAP's can be issued by way of site visit audits, or documentation audits through investigations for reports that are entered into the DBHDS reporting system *Computerized Human Rights Information System (CHRIS)*.

Melissa DeVault, Director of Operations, gave a general overview of citations in the report for the third quarter. District 19 has to respond with a corrective action plan that has to be accepted by the Department.

- C. Approval of Extra Holiday** – Due to budgetary restrictions, District 19 was not able offer the Pay for Performance to qualifying employees for a second year. Also, with the holiday being in the middle of the week, Mrs. Tunstall asked that the Board approve an additional day of holiday leave (Thursday, December 26) for staff, so that they may enjoy additional time off.

**MOTION:** Mr. Talley made the motion to approve Thursday, December 26 as an additional holiday off for staff.

Seconded by: Mr. Robinson

Motion carried

**D. Local Funding Request Approval** – Mrs. Tunstall informed the Board that District 19 has been requesting level funding from our localities for years. Last year we requested a three percent (3%) increase. There was no increase in general fund dollars; however there have been increases in restricted funding in order to implement new services as mandated in STEP-VA. The Code of VA and the Performance Contract required a ten percent (10%) match to be provided by the localities. Due to an increase in state funds, the amount projected for FY21 will require an increase of six percent (6%) over last year’s requested amount, from all nine localities. Petersburg was the only locality that did not approve the full amount requested for FY20.

Lisa Clark, Director of Finance, stated that there could be future changes on how we calculate funding. She presented two methods for the Board to review. Method 1 – Calculate increase needed overall and allocate evenly to all localities. Method 2 – Calculate overall % increase needed to bring to new funding level (6.1612%) and apply across the board. After discussion, the Board decided on Method 2.

**MOTION:** Mrs. Judge made the motion to approve funding using Method 2 to calculate overall increase needed to bring new funding levels up across the board for all localities.

Seconded by: Mrs. Mastracco

Motion carried

Mrs. Tunstall expressed her appreciation for the support for local fund requests, and will visit each locality to highlight District 19’s services and to specify the individuals served within that locality.

## **IX. Informational Items**

**Item A. Finance Report** – The financial report is presented for informational purposes. The annual financial report for fiscal year ending June 30, 2019 went smoothly with no major deficiencies. Mrs. Tunstall thanked Lisa Clark, Director of Finance, for making sure financial matters are in good standing.

**Item B. DD Case Management** – Developmental Disability Case Management includes adult and child ID/DD. In the DOJ settlement, Virginia was seen as not doing a good job in providing services to these individuals. With that has come more responsibility for case managers serving this population. New measures have been

added to this position which is already very demanding. They are also required to receive certification from the Department.

Intellectual Disability/Developmental Disability Case Management is a high stress position with a lot of turnover. The job requires a lot of documentation and visits to the consumer's home every other month. It is hard to find qualified people that have the specialized qualifications needed to do ID/DD CM. We have had excessive vacancies in that program, and had to make a change to improve recruitment and retention. Therefore, we have increased the minimum salary for ID/DD case managers hoping to get more people to apply. We have also posted prn positions for weekends and evenings. The number of individuals seeking services within the ID/DD population has increased, and we are also getting many transfers from other CSBs due to the number of group homes in our area. We have been told that we cannot do a wait list for the individuals that are in need of DD/ID services.

**Item C. SAC Minutes** - Provided for informational purposes.

**Item D. Board Meeting Schedule for 2020** – Provided for informational purposes.

**Item E. DBHDS Update on New Commissioner** – Governor Ralph Northam announced that Alison Land, former Vice President of Behavioral Health Services at Sentara Healthcare, will serve as Commissioner of the Department of Behavioral Health and Developmental Services (DBHDS). Land's appointment is the result of the tragic death of Dr. Hughes Melton in August.

**X. Closed Session**

**MOTION:** At 7:40 p.m. Vice-Chair, Mrs. Ebron-Bonner moved that District 19 Community Services Board convene in closed session to discuss the following as permitted by Virginia Code § 2.2-3711(A)(8) consultation with legal counsel regarding specific legal advice regarding the discharge of a former employee.

Seconded by: Mrs. Lewis

Motion carried

The Vice-Chair moved that District 19 Community Services Board certifies that, in the closed session just concluded, nothing was discussed except the matter of Virginia Code § 2.2-3711 (A)(8), consultation with legal counsel regarding specific legal

advice regarding the discharge of a former employee as lawfully permitted to be discussed under the provisions of the Virginia Freedom of Information Act cited in that motion.

**Roll Call:**

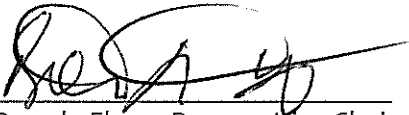
Brenda Ebron Bonner – yes	Rose Mastracco – yes
Mark Shiflett – yes	Bertha Judge – yes
Sherry Saunders – yes	Ray Spicer – yes
Frances Randolph – yes	Daphne Turner – yes
Gary Talley – yes	Jean Grim – yes
Shamika Lewis – yes	Kenneth Robinson – yes

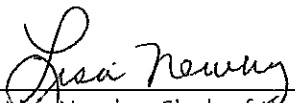
**MOTION:** Mr. Robinson made the motion to adjourn the meeting.

Seconded by: Mrs. Mastracco

Motion carried

There being no further business, the meeting was adjourned at 8:15 p.m.

  
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Brenda Ebron-Bonner, Vice-Chair

  
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Lisa Newby, Clerk of the Board