

BOARD OF DIRECTORS MEETING MINUTES
April 12, 2022

This RBHA Board of Directors Meeting was held as an electronic meeting due to a local state of emergency declared by City Council in Resolution No. 2020-R025 pursuant to Virginia Code § 44-146.21 arising from the disaster represented by the spread of COVID-19. The continuing risk of infection from new variants of COVID-19 makes a meeting of a quorum of the Board in a single location unsafe.

Board members and staff participated by teleconference/videoconference via Zoom. The general public was able to participate by teleconference/videoconference via Zoom.

RBHA Board members present by roll call: Scott Cannady; Irvin Dallas, **Vice Chair**; Denise Dickerson, **Secretary/Treasurer**; Dr. Cheryl Ivey Green, **Chair**; Karah Gunther; Dr. Brian Maiden; Sarah Mines; Dr. Cynthia Newbille; Malesia "Nikki" Taylor and Eduardo Vidal.

RBHA Board members absent: Dr. Joy Bressler and Shauntelle Hammonds.

Staff present: Dr. John Lindstrom, **CEO**; Amy Erb; Bill Fellows; Susan Hoover; Shenee McCray; Carolyn Seaman; Michael Tutt; Cristi Zedd and Meleese Evans, Executive Assistant.

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

Guests: None.

Proceedings:

- The meeting was called to order at 3:02 p.m. by Dr. Cheryl Ivey Green.
- The Board meeting minutes for March 1, 2022, were approved with a motion by Dr. Cynthia Newbille and seconded by Irvin Dallas. The motion carried by the following board member roll call vote: (8:2). Denise Dickerson abstained, as she was not present at the March meeting. Eduardo Vidal was not present during the vote.
- **Public Comment:** None.

Employee Recognitions

- Kim Claros, Regional Programs Manager, was recognized as employee of the month.
- The Mental Health Skill Building staff, in Adult Mental Health, was recognized as team of the month.

Board Chair Report - Dr. Cheryl Ivey Green

- Dr. Green thanked staff for all that has been done over the past two years and all they continue to do as they make their way back into the office.
- Dr. Green encouraged Board members to support the upcoming combined Board DIY project and make a donation to the RBH Foundation throughout the year.
- Dr. Green reminded Board members of the RBHA and RBHF Board Retreat this June and encouraged everyone to attend.

Chief Executive Officer's Report - Dr. John Lindstrom

- Dr. Lindstrom stated the RBHA and RBHF Board Retreat will take place on June 21, 2022 at the Delta Hotel across from RBHA's main building. Will start with a brief Board meeting before the retreat. The retreat will focus on RBHA's funding, reporting requirements and restrictions.
- The employee appreciation event will take place on May 20, 2022 at Bryan Park. Both the RBHA and RBHF Boards are invited to attend. The Wayne Blanks award recipients for 2021 will be acknowledged at this event as well.

- Richmond City Council's Education and Human Services Standing Committee will consider nine applicants for RBHA Board appointment. We have two board members up for reappointment, three current vacancies and a couple more openings in June. Dr. Lindstrom provided the committee chair a brief summary of how the applicants align with RBHA Board diversity and Board needs.

RBH Foundation Report – Carolyn Seaman

- The RBH Foundation Development Report was discussed and is included in today's board meeting packet and with today's meeting minutes.
- Combined Board DIY Project is scheduled for Thursday, April 28, 2022. Please sign up stating what items you will contribute. Items can also be ordered through Amazon to be shipped directly to the main office at 107 S. 5th Street.
- Altria with Hands on Greater Richmond postponed their larger in person volunteering over the past couple of years. They have a smaller group looking for a project and Carolyn submitted a proposal for beautification and landscaping at the Chelsea Hill campus this fall.
- Currently building out a webpage on the RBHA website dedicated to employees, to include employees and teams of the month, employee spotlights and retirements.
- Carolyn encouraged everyone to join RBHA and RBHF on social media, as posts go out every day.

Committee Reports:

Access & Service Delivery Committee – Malesia "Nikki" Taylor

- The Access & Service Delivery Committee completed a thorough review of the revised consumer services data handouts, which summarize the 2nd Quarter of FY-22, as well as certain recent trends in service volume.
- The Human Rights reports noted 10 complaints from seven different individuals, during the 2nd Quarter of FY22. Ten were determined to be potential Human Rights violations and zero (0) were founded to be potential Human Rights Violations.
- The committee considered a wide range of future Board presentations.
- The RICH Integrated Care Clinic has continued to provide some telemedicine services throughout the pandemic, but has, for the past six months, increasingly been providing in-person primary care and OBOTs services.
- A draft report of the Access and Service Delivery Committee meeting is included in today's board meeting packet.

Advocacy & Community Education Committee – Scott Cannady

- The Advocacy and Community Education Committee reviewed the chart comparison showing local funds for Metro-Richmond CSBs. The committee discussed and decided the major focus should be on additional funding from the City of Richmond for additional dollars to address RBHA's pay structure, increase salaries, and support infrastructure.
- Committee staff were asked to prepare talking points to increase support for RBHA and make a strategic decision with Dr. Newbille about how to move forward in presenting to City Council.
- Need to begin doing prep work now to be prepared this fall with information and start advocating with City Council early.
- Dr. Newbille informed the Board and staff of the Health Equity Trust Fund that the City put \$2.5 million per year in for the next two years. One of the major areas is mental health and behavioral health, in which RBHA should be eligible to receive funds.

- A draft report of the Advocacy and Community Education Committee meeting is included in today's board meeting packet.

Executive Committee – Dr. Cheryl Ivey Green

- The Executive Committee discussed the upcoming RBHA and RBHF Board retreat. The committee agreed to have the retreat in person on 6/21/22 and it will focus on RBHA's funding.
- FY-2023 officers will be elected at the Board meeting before the retreat.

Finance Committee Report – Denise Dickerson

- Total cash in the bank at February 28th was \$28.4 million, and RBHA's share of that cash is \$10.6 million.
- RBHA's current operating reserve ratio for January was 1.33 or more than 2 months of expenses.
- RBHA's net worth is \$14.8 million and FY2022 net income at February was \$7.5 million; however, a certain amount will be deferred until earned and future net income will decrease accordingly.
- Gross Accounts Receivable is \$21.5 million and net AR, after the allowance for doubtful accounts, is \$7.3 million due from the MCOs.
- The note payable balance at February 28th was \$2.8 million and will be recorded in the current and long-term liabilities section of the Balance Sheet.

Human Resources Committee –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: Virginia's Crisis System Transformation: RBHA and Region 4 Crisis System Overview was presented by Amy Erb, MSW, Director of Region 4 Programs and John Lindstrom, Ph.D., LCP, CEO. The presentation is included with today's meeting minutes.

The meeting adjourned at 5:23 p.m.

The next Board of Director's meeting will take place on **Tuesday, May 3, 2022, at 3:00 p.m.**

Respectfully Submitted:



Dr. Cheryl Ivey Green
RBHA Board Chair



Dr. John P. Lindstrom
Chief Executive Officer

RBHA Board Meeting
Development Report – April 12, 2022

Richmond Behavioral Health Foundation

YTD Income (minus grants) unrestricted to RBHF: \$18,381.81 (as of 02/28/22)

YTD grants awarded: \$81,000 + \$4,996.46 (grant awarded in FY2021) = \$85,996.46

YTD gifts-in-kind: \$82,838.54 (donated items + volunteer hour value)

YTD Total Revenue: \$197,216.81 (includes GIK values)

	Current Year (FY22)	Past Year (FY21)	2 years ago (FY20)
	Total Grants/Requests Submitted in FY21 (July 1, 2021 – June 30, 2022)	Total Grants/Requests Submitted in FY21 (July 1, 2020 – June 30, 2021)	Total Grants/Requests Submitted in FY20 (July 1, 2019 – June 30, 2020)
Number of Submitted Grants/Requests	12 Total: \$612,500.00	7 Total: \$108,820	2 carryover from FY19 (\$40,000) 10 (TOTAL: \$151,000)
Number of Funded Grants/Requests	7	3	7
Dollar Value of Awarded Grants/Requests	\$81,000.00	\$51,320	\$142,000
Number of Pending Grants/Requests	2	1	0
Dollar Value of Pending Grants/Requests	\$128,000.00	\$15,000	0
Number of Denied Grants/Requests/Postponed	3	3	2 - denied 3 – cancelled (COVID)
Dollar Value of Denied or Partially Funded Grants/Requests	\$408,500	\$57,500	\$59,000
Gifts in Kind - Monetary Value (Includes Value of Volunteer Hours and Value of donated items)	\$42,838.54 (Volunteer Hours Value) \$40,000.00 (Donated Items Value)	\$68,357.20	\$57,671.25

RBHA Board Meeting
Development Report – April 12, 2022

Volunteer Hours	1521	1551	863
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Update on Grants and Gifts: See attached chart

Communications/Marketing:

Communications Plan has begun for 2022 – increased community awareness of RBH, educate and inform about behavioral health

Social Media Platforms, Email Newsletters, Website

Highlighting Employees – Social Work Month, National Counseling Month, etc.

Volunteer Projects:

Spring Projects (attached)

- Activity Kits
- Baby Care Kits

Combined Board DIY Project – scheduled for Thursday, April 28, 12noon – 2pm in the Board Room at 107 S.5th St.

Appeals:

- Exceeded 100% increase in year-end appeal

Grant Applications:

- Several granting organizations have moved to Letters of Intent prior to grant applications – organizations will need to be invited to submit full applications.

RBHF Board Fundraising Project:

- Tom Maness has offered a \$5,000 match to RBHF Board member fundraising for a specific project (\$10,000 total). Project TBD on March 11, 2022.

RBHA Mini Grants:

- Due to increased unrestricted donations, RBHF is able to offer 6 \$5,000 Mini Grants to RBHA Programs and services. Staff will submit brief proposals for the grants. RBHF Executive Committee will review proposals and present “finalists” to the RBHF Board for vote.
- Three \$5,000 grants will be awarded in July 2022 and three in January 2023.

RBHA Board Meeting
Development Report – April 12, 2022

- Through the Mini Grants we hope to accomplish:
 - Increased RBHA staff engagement with the Foundation – and tangible results of our work, especially in programs who have not benefitted from grant funding through RBHF.
 - Meeting needs of programs and services where gaps in funding exist.
 - Providing the RBHF Board opportunity to be more engaged and, hopefully, inspire more Board Member fundraising on behalf of the organization.
 - Provides RBHF Development with a list of needs across the agency for potential grant applications.
 - Allows for specific feedback to donors who give unrestricted funding.

Virginia's Crisis System Transformation:

RBHA and Region 4 Crisis System Overview

April 12, 2022



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A System in Transformation

State's Objective: The development of a community-based, trauma-informed, recovery-oriented crisis system that responds to crises **where they occur** and **prevent out of home placements** (DBHDS, 2021)

National "Crisis Now" model (www.crisisnow.com)

- Someone to talk to
- Someone to respond
- A Place to go

STEP-VA & BRAVO Comprehensive Crisis Services

Marcus Alert legislation

Diversity, Equity, and Inclusion principles; Significant use of peers; Zero Suicide/Suicide Safer Care



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Someone to talk to: Regional Crisis Call Center

24/7 clinically staffed crisis call center that provides clinical triage capabilities via phone, text and chat; credentialed as National Suicide Prevention Lifeline (NSPLs): contact via 1-800-273-TALK

- NSPLs will implement national 988 crisis hotline number by July 2022

Call Center serves as a **central point of access to crisis services**

- Operates utilizing Air Traffic Control (ATC) technology supported via DBHDS-managed data platform

RBHA manages Call Center contract on behalf of Region 4

- PRS CrisisLink (Oakton, VA HQ) as contractor
- Call Center as one of critical components of Region 4 Crisis Hub



Regional Crisis Call Center: Roles & responsibilities

Integral to Crisis Continuum	Initial Service Assessment	National 988/NSPL Compliance
<ul style="list-style-type: none"> • Accept transfer/handoff from 911 dispatch centers • Coordinate connection to regional mobile teams (dispatch of services) • Connect individuals to follow-up care and treatment (care navigation) 	<ul style="list-style-type: none"> • "Warm line" engagement • Life-saving services via active rescue protocols • Triage for additional services and secures consent to connect individual to Hub 	<ul style="list-style-type: none"> • 7/16/22 readiness to receive 988 calls/texts/chats for nationwide MH support • Continue NSPL-required training, data collection and reporting • Required follow up for indivs with suicidal ideation

Someone to respond: Mobile crisis response services

Mobile crisis services offer **community-based intervention** wherever individuals are: home, work, community

- One- or two-person teams (licensed; licensed-eligible; QMHP; peer staff)
- 1-hour response in urban areas; 2-hour response in rural areas
- **Specialty teams** for unique populations
 - For RBHA/Region 4 specialty populations are served by **REACH** for individuals with I/DD across the lifespan, and by **CRyST** youth team

Link individuals to follow up care (e.g. residential or mobile stabilization, CSB Same Day Access or other community supports and services)



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Mobile crisis response, continued

RBHA **Emergency Services** remains a critical component of the mobile crisis response system for City of Richmond

- Continue serving Code-mandated role in civil commitment process

Private Providers will have an opportunity to deliver 1-hour mobile response and short-term community stabilization

- Must be DBHDS licensed and DMAS credentialed
- Must have MOU/provider agreement with RBHA serving as Region 4 Hub

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A Place to go: Center-based care

Crisis receiving services provide 'no-wrong-door' access to mental health and substance abuse care; operate much like hospital emergency departments accepting walk-ins, ambulance, fire and police drop-offs

Crisis Receiving Centers (CRCs)/23-hour observation: 24 hr facilities with beds or reclining chairs; first-responder drop-off area; staffed with psychiatry, nursing, licensed and credentialed staff comprising multi-disciplinary team, including peers; screening for suicide and violence risk

- Link to higher or lower level of care within 23 hours
- RBHA developing program at North Campus location attached to Medically Assisted Withdrawal Management unit to open Summer 2022



Crisis Intervention Team Assessment Centers/Crisis Triage Center (CITACs/CTC): Local hospital, CSB, Law Enforcement (LE) partnership enables transfer of custody for individual under ECO; smooths process for prescreening evaluation to occur; frees up LE to return to field more quickly

- RBHA and Chesterfield CSB prescreening evaluators partner to operate CTC at Richmond Community Hospital; current hours of operation 9a-midnight, Su-Sa

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Center-based care: local options



Residential Crisis Stabilization Units (CSU) Short-term, 24/7, residential crisis evaluation and brief intervention services

- Region 4 Adult CSU: 16-bed facility located in lower level of main RBHA building; medically-assisted withdraw service available
- Region 4 Children's CSU: 8-bed facility operated by St. Joseph's Villa in Henrico, VA via contract with RBHA/Region 4

Crisis Therapeutic Homes (CTH): Part of REACH continuum of services. RBHA operates on behalf of Region 4 for crisis diversion, step-down, and prevention

- Adult CTH: 6-bed home in Chester, VA
- Youth CTH: 6-bed home in Chester, VA (serving all Virginia)

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STEP-VA and BRAVO

STEP-VA (System Transformation Excellence and Performance) (DBHDS): Array of services improve access, increase quality, build consistency and strengthen accountability across Virginia’s public behavioral health system

- Mobile crisis response (across lifespan and disability)
- Crisis Call Centers
- Marcus Alert

BRAVO (Behavioral Health Redesign for Access, Value and Outcomes) Crisis Continuum (DMAS): Implementation of high quality, high intensity and evidence based services that demonstrate high impact and value; redefined services and new reimbursement rates

- Mobile crisis
- Community stabilization
- 23-hr crisis stabilization
- Residential crisis stabilization



Marcus Alert legislation



Marcus-David Peters Act seeks to divert individuals needing behavioral health care from the criminal justice system through the **development of a comprehensive crisis system** that includes community care teams and three **protocols for specialized response** to behavioral health emergencies

- Shift paradigm in which law enforcement is the *de facto* response to behavioral health emergencies
- Emphasizes importance of recovery-oriented, health- and equity-focused crisis system
- Richmond City, Prince William Co., Virginia Beach, Rappahannock-Rapidan, Highlands Area: initial areas

Protocols

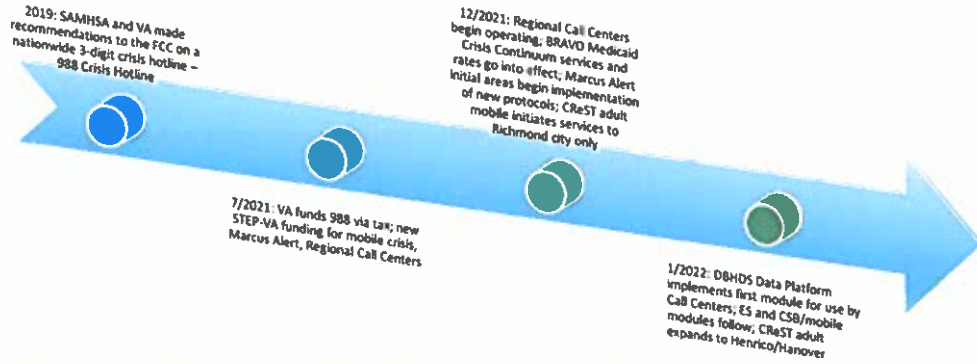
- Establish **connection between 911 centers and (988) Call Centers** for Level 1 & 2 calls
- Establishes roles of community partners for how all parties will respond based on **Level 1-4 triage framework** that determines urgency of call (routine, moderate, urgent, emergent)
- **Identifies law enforcement** entity policies, procedures and **training around behavioral health response, wellness and DEI**

Equity at Intercept 0 Projects

- DBHDS-funded special projects in each Region to ensure community services are 'available to meet the needs of Virginians of color and minority groups'; projects focus on training, participation in crisis services, workforce development, viewing services through BIPOC lens

A brief timeline

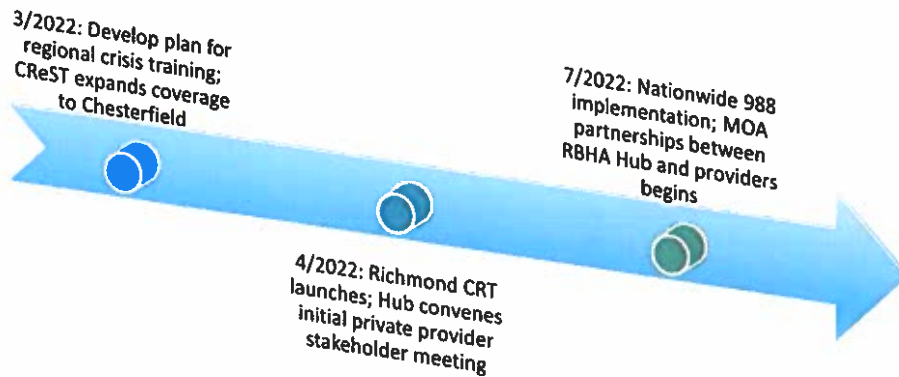
Virginia (RBHA) has been developing elements of the crisis continuum for years now: Adult and Child CSUs (2009, 2012); REACH continuum (2012); specially-funded mobile response (2015, 2016).



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Timeline, continued



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RBHA Crisis Services Task Force

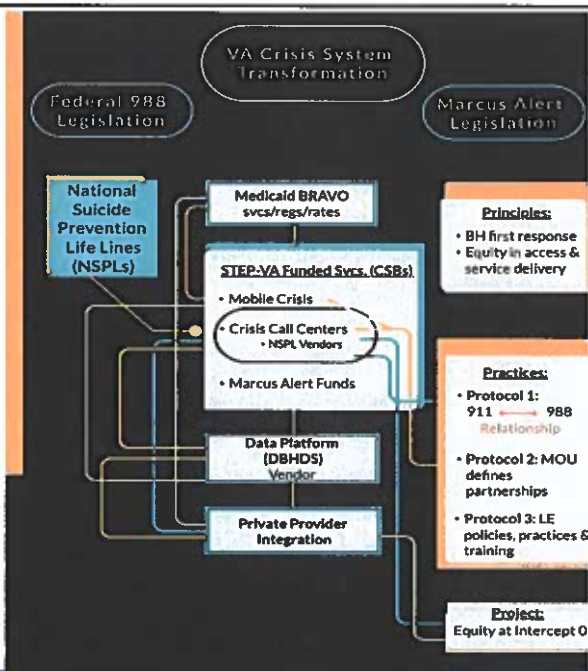
John Lindstrom, CEO	Jennifer Kelly, Call Center Liaison
Paula Bartlett, Marcus Alert Team Lead	Ade Mason, Marcus Alert Coordinator
Circe Black, Quality & Standards Director	Jim May, COO, Substance Use Services
Sherrod Bond, REACH Manager	Shenee McCray, COO, Mental Health Services
Kimberley Claros, Regional Programs Manager	Madu Nwajaku, North Campus Nurse Manager
Skip Cummings, Emergency Services Manager	Edna Phipps, Emergency Services Supervisor
Erin DeLizzio, CReST Manager	Karen Redford, SUD Services Manager
Amy Erb, Regional Programs Director	Autumn Richardson, REACH Director
Kelly Furgurson, Emergency and Justice Support Services Director	Sean Runyon, CSU Program Manager
Lindsey Gary-Ford, Quality Compliance Lead Clinician	Anna Ryan, CReST Supervisor
Ryan Hite, Adult Mental Health Director	Paulette Skapars, Childrens Mental Health Director
Susan Hoover, Chief Administrative Officer	Travis Tucker, Clinical Informatics Program Manager
	Cristi Zedd, COO, Developmental Services

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VA Crisis System Transformation

- ❖ Many state and federal initiatives and mandates at play simultaneously creating highly complex system transformation implementation
- ❖ Multiple overlapping and interconnected systems at all levels
- ❖ Requiring level of coordination and collaboration not seen before in our system
- ❖ At a time when workforce is most stressed in our history, especially for front-line crisis staff



Consider the long-view. System will take years to transform.

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Questions?

Thank you.