

BOARD OF DIRECTORS MEETING MINUTES

May 5, 2020

This meeting of the Richmond Behavioral Health Authority (RBHA) Board was held through electronic communication means due to the current State of Emergency and due to safety concerns stemming from the coronavirus pandemic. Board members, staff, and the general public were able to participate by teleconference/videoconference via Zoom.

RBHA Board members present were: Dr. Joy Bressler; Scott Cannady; Irvin Dallas, **Vice Chair**; Denise Dickerson, **Secretary/Treasurer**; Dr. Cheryl Ivey Green, **Chair**; Sabrina Gross; Karah Gunther; Dr. Cynthia Newbille; Malesia “Nikki” Taylor; Eduardo Vidal and Dr. Michelle Whitehurst-Cook.

RBHA Board members absent: Thomas Bannard; Melodie Patterson and Chelsea Higgs Wise.

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

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

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 March 3, 2020 and April 14, 2020 were approved with a motion by Irvin Dallas and seconded by Dr. Michelle Whitehurst-Cook. The minutes were unanimously approved.

Board Chair Report- Dr. Cheryl Ivey Green

- Dr. Cheryl Ivey Green thanked essential RBHA staff for continuing to provide services to clients and the community that we serve during the pandemic.

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.
- Each Chief Operating Officer, the Chief Administrative Officer, the Director of Human Resources and the Director of Regional Programs provided an update on the services in their areas.
 - Dr. Cheryl Ivey Green thanked the Executive Leadership Team, on behalf of the entire Board, for all the work they are doing in providing the amount of care, compassion and services provided to all clients.

RBH Foundation Report – Ms. Carolyn Seaman

- Carolyn Seaman discussed the Foundation Development Report. The report is included in today’s board meeting packet and with today’s meeting minutes.
- Today is a Secondary Giving Tuesday created around the COVID-19.
- Received over 850 cloth masks donated from community members, cash donations and gift cards for restaurants and grocery stores.

- Been updating the Governor's office, the Mayor's office, community websites, the RBHA website and Facebook so everyone knows how to access RBHA's services. RBHA's new website should be ready to go live within 2-3 weeks.
- Working on next steps with Brand Federation on implementation plan and strategy for communications. Will have a joint meeting of RBHA Board and RBH Foundation Board and Leadership Team around Brand Federation report and moving forward together into the future.

Committee Reports:

Finance Committee –Ms. Denise Dickerson

- As of March 31, 2020 RBHA showed a net gain of \$1.7 million and a total net position of \$10.1 million, excluding Regional and Non-authority funds.
- Total cash in the bank at March 31st was \$25.9 million, and RBHA's share of that cash is just over \$6.0 million. Although Cash balances have rebounded a bit and payments from MCOs have shown moderate improvement, there is still a considerable amount owed to RBHA. Management continues to work through this with the MCOs.
- RBHA's current operating reserve ratio is at 0.93 or just under 2 months of expenses. RBHA is reporting weekly to DBHDS on COVID-19 issues including cash flows.
- Total Client AR is \$10.8 million gross and just over \$6.5 million net of the allowance. AR balance was adjusted to reflect only amounts actually billed for the month of March. 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 note payable for \$3.2 million has been recorded and the long-term portion is presented on the balance sheet in the long-term liabilities section.
- Upping strategies around AR and MCOs. Met with DMAS and Magellan by conference call last Friday. Contracting with some expertise around bringing on extra horsepower short term to attack RBHA's aging accounts and bringing on a contractual individual who has worked in Reimbursement and knows Profiler that works with another CSB.

General Board Discussion:

- The Board discussed the crisis that occurred last weekend involving an individual with significant medial issues, mental health and developmental disabilities diagnosis who went to the hospital suicidal and was also diagnosed with COVID-19. The individual spent the entire weekend in the emergency room and had escalating behaviors of aggression while there. The Police arrested him at his group home due to him assaulting three nurses while in the emergency room and he is currently in jail. Working with the jail team and coordinating with the jail to have his needs meet while incarcerated.
 - Dr. Lindstrom emailed the Commissioner and is waiting to hear back for a debriefing on the situation and to plant strategies on how we will proceed when situations like this occur. Denise Dickerson offered to work with Dr. Lindstrom on pushing the State to develop a protocol. Might be necessary to raise to the Secretary's office if no response from the Commissioner.
- **As the ordinance states, we will probably have to add a meeting in August and/or December. Dr. Cynthia Newbille will provide an update to Dr. Cheryl Ivey Green from City Council.**

- **The Advocacy and Community Education Committee will meet after the June Board meeting to address RBHA's needs for the 2021 session and how we can advocate.**

The meeting adjourned at 4:23 p.m.

The next Board of Director's meeting will take place on **Tuesday, June 23, 2020 at 3:00 p.m. by teleconference/videoconference via Zoom.**

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
May 5, 2020

Very little has changed in regards to RBHA's operational status since the April report. Most of RBHA's staff have been assigned telework status and we are primarily relying on telephone, digital, and video conferencing for most of our interactions.

Our supplies of Personal Protective Equipment have vastly improved with the arrival of some orders and donated goods. At present, we are able to provide the materials to support our PPE use guidelines.

The Executive Leadership team is immersed in FY 2021 Budget development, a process with far less certainty as to likely revenues. We will not have firm numbers pertaining to state and local revenue until later in the spring. We will also expect less Medicaid revenues, especially related to programs such as Therapeutic Day Treatment and Psychosocial Rehabilitation as there is no date certain for reopening.

We anticipate making further adjustments to our operating status as executive orders expire, modified, or extended. Regardless, any changes will be undertaken guided by sound public health principles and strategies. Furthermore, we must be responsive to allowances and/or directives provided by DMAS and DBHDS. RBHA's leadership continues to monitor developments on all fronts.

Operating Status – repeated from April report with updates inserted in italics

RBHA's service structure remains in place with varying degrees of modifications depending on the nature of specific programs. All modifications were driven by the public health strategies of physical distancing, heighten infection control, and the Governor's Stay-at-Home order and prohibition of gatherings with group sizes about ten.

Crisis services (Emergency and Mobile) are operating using telephonic and/or telemedicine platforms to the maximum extent possible. Face-to-face interactions in the community are severely limited. Video conferencing is being used to collaborate with other partners. For example, civil commitment hearings are now held via video link. REACH mobile crisis staff are doing some in-home interventions only after telephonic health screening and with the use of personal protective equipment (PPE).

Outpatient services (Rapid Access, counseling, psychiatric, etc.) now are delivered using telemedicine. *Despite these restrictions, Rapid Access is assessing and admitting approximately 55 individuals per week.* Our offices are closed to walk-ins in order to manage exposure risk, and individuals are seen by appointment only. Front door health screening, including thermal temperature scans, has become a matter of routine.

Case Management/Support Coordination services are also using telephonic and video conferencing as standards pertaining to face-to-face contacts have been relaxed by DMAS and DBHDS. Our provision of transportation has been significantly curtailed. Like in most service areas, telework has been dramatically expanded.

Homeless Services & Permanent Supportive Housing have remained very active to date and also have moved to a largely telephonic strategy for engaging individuals and partners. The same is true for Mental Health Skill Building and other outreach services.

Residential Services remain operational. The REACH Child and Adult Crisis Therapeutic Homes remain fully operational. Like all residential programs, staff are using PPE when indicated and visitations have been curtailed. The Adult Crisis Stabilization Unit reduced capacity from 16 to nine, moving to a single guest per room. Capacity on the North Campus has also been roughly halved for the same purpose, *for example, new target for Men's Residential treatment is now 30.*

Other Operational Challenges - Personal Protective Equipment, Sanitizers, staffing, managing suspected exposures

Reporting

Each Division/Department completing daily situational report

Weekly Status Report to Richmond Human Services CAO

Daily RBHA Status Report to DBHDS

Weekly Financial Report to DBHDS

New electronic reporting requirements to DBHDS regarding program modifications

Cost Containment

Freeze on hiring (with exceptions)

Freeze on travel

Freeze on discretionary spending

Judicious use of Part-time and/or PRN staff

Reducing or suspending contracts (parking, housekeeping, purchased services, medical)

Monitoring staffing ratios to reflect lower census

Suspended operations at Psychosocial Rehabilitation Center

Suspended School-based TDT services

Furloughed 29 full-time and 19 part-time staff

CEO Report
May 5, 2020

Increased monitoring of productivity – *rolled out new service data Dashboard*

Deferred interior improvements to Red Cross Building

Deferred remodeling of 1st floor at 107 S. Fifth Street

Respectfully submitted,

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

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

**RBHA Board Meeting
Development Report – May 5, 2020**

Richmond Behavioral Health Foundation

YTD revenue (donations and grants): \$118,676.54 (as of January 31, 2020 – working with Finance for updated report)

YTD grants: \$92,000.00 (as of April 30, 2020)

YTD gifts-in-kind: \$93,714.00 (as of April 30, 2020)

	Current Year (FY20)	Previous Year (FY19)	Two Years Ago (FY-18)
	Total Grants/Requests Submitted in FY20 (July 1, 2019 – June 30, 2020)	Total Grants/Requests Submitted in FY19 (July 1, 2018 – June 30, 2019)	Total Grants/Requests Submitted in FY 18 (July 1, 2017 – June 30 2018)
Number of Submitted Grants/Requests	3 carryover from FY19 (\$40,000) 9 58,000 (TOTAL: \$131,000)	9 \$418,500 and up to \$500,000 (TOTAL: \$918,500)	8 (TOTAL: \$136,000)
Number of Funded Grants/Requests	8	5	6
Dollar Value of Awarded Grants/Requests	\$92,000	\$59,795 Approx. \$9,342 In-Kind	\$106,000.00
Number of Pending Grants/Requests	1	2	0
Dollar Value of Pending Grants/Requests	\$8,000 - \$48,000	\$40,000	\$0
Number of Denied Grants/Requests/Postponed	3 - postponed	3	2
Dollar Value of Denied or Partially Funded Grants/Requests	\$31,000	\$821,500.00	\$30,000
Gifts in Kind Monetary Value	\$93,714.00	\$9,342.00	---
Volunteer Hours	275	200	---

Update on Grants and Gifts: See attached chart

RBHA Board Meeting Development Report – May 5, 2020

Appeals

- 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
- Summer Camp Appeal in March 2020 – [cancelled](#)
- [COVID-19 Relief – Masks, Cash, Gift Cards \(restaurants & grocery stores\)](#)

Media/Marketing:

- Website Development – RBHA & RBHF – Charles Ryan Associates – anticipated launch in ~~February/March~~ - [May](#)
- Brand Federation – Branding & Messaging Workshop – February 11, 2020
 - Follow Up Meeting in April 2020
 - [Next Steps – Develop an Implementation Plan](#)
- RBHA Mission, Vision, and Values Roll out in February – new RBHA marketing materials
- New Year Cards were mailed early January – used photography by Charlie Theideck
- Partnering with SUD & Prevention and RTD for print and digital ads
 - February 24th – story and MH First Aid in RTD
- [RTD Advertorial & Digital Ad – April 13, 2020 – COVID-19](#)
- [Urban One Radio – Dr. Lindstrom interview](#)
- [Sunday Ad – Non-profit Awareness](#)

Events:

- Art of Recovery – October 21, 2019, 5:30pm - 8:00pm
- Art of Recovery 2020 – Moving event to May – May 28th, 5:30 – 8pm, Studio Two Three in Scott's Addition - [postponed](#)

Community Outreach:

- Lewis Ginter Dinner – August 2019
- Rotary Club of Short Pump – September 2019
- Met with HKS Architects regarding possible partnership/volunteer involvement at North Campus – specifically the Withdrawal Management Unit
- Lewis Ginter EPA Grant – Up to \$5,000 for storm water management projects
- [Community Volunteers have donated more than 700 cloth masks](#)
- [Hand On Greater Richmond Volunteers – donating Nourishment Kits for Homeless Services – May 7th & 11th](#)

GRANT Applications FY20

	Application Date	Request	Requested	Funded	Not Funded	In Kind	NOTES
Altria 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	\$ 10,000.00	\$ 5,000.00		Salary Support *change in award 01/2020
Hands On Greater Richmond	6/28/2019	North Campus Greenspace	\$ -	yes		\$ 14,000.00	Altria ELVE Project - 275 Volunteer Hours
							275 Volunteer Hours
Aetna		Alive RVA	\$ 5,000.00	\$ 5,000.00			via Dawn - ALIVE RVA support
RBHA Prevention Services	7/9/2019	Consultant Services	\$ -	\$ -		\$ 50,000.00	Messaging/Branding
Women of St. Stephen's Church	8/15/2019	WRTC - North Campus	\$ 3,000.00	\$ 2,000.00	\$ 1,000.00		Welcome Kits - Women and Children
ConseRVAtion Fund		North Campus Walking Trail	\$ 25,000.00	\$ 25,000.00			Trail & Plantings to stop water erosion
Giving Tuesday						\$ 905.00	Individual Donors
Art of Recovery						\$ 719.00	Raffle Prize Donations
Facilities Bullpen						\$ 3,090.00	Office/Group Room Furniture Donation - North Campus
Charles Ryan Associates						\$ 20,000.00	Website Development
Lewis Ginter		EPA Stormwater Management Project				\$ 5,000.00	North Cammpus
Hands On Greater Richmond	1/24/2020	Altria ELVE Project					Chelsea Hill - Landscaping - postponed
Hands On Greater Richmond	1/24/2020	Altria ELVE Project					North Campus MRTC - Dining Room Paint - postponed
Hands On Greater Richmond	1/24/2020	Altria ELVE Project					North Campus MRTC - Entry/Reception Paint - postponed
The Community Foundation			\$ 50,000.00	\$ 25,000.00	\$ 25,000.00		COVID-19 Relief Funding - Homeless Services
Cloth Face Masks							Received over 700 donated maks
Community Foundation		COVID-19 Relief Mental Health Needs	\$8,000				Private Donor - invited to submit proposal
		TOTALS:	\$ 131,000.00	\$ 92,000.00	\$ 31,000.00	\$ 93,714.00	