NORFOLK COMMUNITY SERVICES BOARD
MINUTES

Board of Directors
February 26, 2014

225 W. Olney Road, 1st Floor Conference Room, Norfolk, Virginia

Members Present:
1. Dana Redding, Chair (0)
2. Gary Cooper, Vice Chair (0)
3. Liz Burns (0)
4. Henry Conde (0)
5. Jennette Franklin (0)
6. Michael Hires (0)
7. Erica Bullock (0)
8. Barbara Klear (0)
9. Chris Nicholas (0)
10. Pat Thrasher (0)
11. Tom Warburton (0)

Comprising a quorum of the members of the board

Members Absent:
1. Karen Fox (1)
2. Neil Walsh (1)
3. Kathy Weaver (1)
4. James Winfield (1)

(*numbers in parenthesis indicate number of absences in the current calendar year)

City Staff Present:
Jack Cloud, Norfolk City Counsel
Sarah Paige Fuller, Executive Director
Jackie Griffin, Executive Assistant to the ED
Bob Horne, Division Head, Administration
Bill Forte, Medical Director
Dawn Rykheart, Enterprise Controller
Ren Rykheart, EHR Administrator
Sally Berger, Compliance Officer
Jackie Schaede, Crisis and Recovery Services
Brad Lazernick
Chandra Beasley
Theresa Murch
Shelby Giles

CALL TO ORDER
The meeting was called to order by the Chair at 6:01 p.m.

REVIEW & APPROVAL OF MINUTES
A motion was passed unanimously to approve the minutes for December 10, 2013 as prepared.

INTRODUCTION OF NEW BOARD MEMBER
Ms. Redding announced that the Board had a new member, Mr. Tom Warburton. Members and staff introduced themselves.

MATTERS OF THE EXECUTIVE DIRECTOR
The Executive Director provided to Mr. Warburton a brief overview of the format of this section.

A. **Financial Report** – Dawn Rykheart
Ms. Rykheart provided an overview of the structure of the financial report (on a cash basis) for the benefit of the members of the Board. She highlighted that there was a significant reduction in fee revenue for the reporting period, explaining that fee revenue was decreased in part due to changes in Medicaid payment from DMAS to Magellan. Ms. Rykheart covered the use of agency reserves to cover the decrease in fee revenues. Ms. Fuller added that the projected fee revenues budgeted for the year was optimistic. Ms. Rykheart responded to questions from the members on the financial report.

B. **IT Access and Email Training** – Ren Rykheart
Mr. Rykheart explained to the members that the City of Norfolk had transitioned to a cloud environment and that the look of and access to email had changed with the upgrade to Office 360. He provided the members an overview of

the new methods and reminded them that their passwords expire every 90 days. Mr. Rykheart requested that members contact Healthcare Informatics staff to help solve log-in or email issues. He responded to questions from the members.

C. **Outcome Measures Project** – Sarah Paige Fuller
Ms. Fuller explained to the members the progress made on the measurement of outcomes for services for the Norfolk CSB. She provided an oversight of the measures that are being developed for each program of services. Ms. Fuller circulated a draft print of the Outcome Indicator and Data Management Methodology Manual for the members to review and responded to questions from the members.

MATTERS OF THE CHAIR

A. **BoD Meeting Time**
Ms. Redding questioned whether the current meeting time for the monthly BoD meeting should be changed. Due to the absence of four members, Ms. Redding tabled this until the next meeting.

B. **Other CSB BoD Meetings Tour**
Ms. Redding referred to a prior discussion of the Board, where the Board would pair into groups of two and attend a BoD meeting of like-CSBs to observe how they work. Ms. Fuller highlighted the strong legislative advocacy position that the Hampton/Newport News BoD has established, and identified Virginia Beach and Chesapeake as similar boards. However, she suggested that the board members wait until spring or summer timeframe – after the annual budget process. It was requested that interested members let Ms. Griffin or Ms. Redding know of their interest.

C. **Monthly Community Feedback to CSB by BoD Members**
Ms. Redding stated that the CSB needs to be well-informed of the needs within the City. She asked the members to begin observing and recognizing any unmet needs within the community, such as gaps in services, and to share these needs, as well as compliments, routinely at each board meeting, stressing the value this opportunity would present.

D. **Legislative Update**
In Mr. Walsh's absence, Ms. Fuller presented on current legislative initiatives in Virginia, and provided the members a copy of a letter from Mayor Fraim to the Honorable William J. Howell (Speaker of the House of Delegates) on closing the healthcare coverage gap for Virginia's uninsured. Ms. Fuller clearly indicated that there was not any significant 'new money' for communities in the current legislative initiatives. Ms. Klear indicated that she and Mr. Walsh had met with Delegate Johannu on two separate occasions.

E. **Advocacy Networking Committee Update (Like-Minded Organizations)**
This update was tabled due to the absence of Ms. Fox.

ADJOURNMENT

The meeting was adjourned at 7:57 PM.

The next meeting of the Board of Directors will be at 6:00 PM on March 26, 2014 at 225 W Olney Road, 1st Floor Conference Room. Copies of all board materials are available to the public upon request by contacting Jackie Griffin, (757)823-1600.

Respectfully submitted,

Robert A. Horne
Board Clerk

APPROVED:

Garratt Cooper
Vice Chair