



SANDHILLS CENTER

Board of Directors Meeting Minutes October 11, 2016

Members Present:

- Ross Streater
- Kay Cashion, Vice-Chairperson
- Dixie Branch
- Barbara McKoy
- Harry Southerland
- Kirk Smith
- Anthony Copeland
- Otis Ritter
- David Allen
- Leann Henkel
- Thad Ussery, Chairperson
- Jan Herring

- Priscilla Little
- Gart Evans
- Costella Donnell
- Tonya Gray
- Shirley Hart
- Walter Ferguson
- Carol Whitaker
- Matthew Rothbeind
- Mazie Fleetwood

- Michele Weatherly, Secretary
- Bill Larrison

Staff Present:

- Victoria Whitt
- Dr. Anthony Carraway
- Evelyn Savage
- Rob Scott
- Leonard Covington
- Theresa Clark

- Sherry Bynum
- Anthony Ward
- Susan Campbell
- Martha Rogers
- Robin McKenzie
- Gene McRae

Guest: Trish Blackmon, ACT Associates, LLC
Mabel McGlothlen, DMH Team Leader System Performance and Project Management
Dennis Williams, DMH, LME Technical Assistance Liaison

Call to Order

The Sandhills Center Board of Directors met on Tuesday, October 11, 2016, at the Administrative Office in West End, NC. Chairperson Commissioner Thad Ussery called the meeting to order at 7:05 p.m.

Invocation

Commissioner Ussery gave the invocation.

Oath of Office for New Board Member

Guilford County representative, Dixie Branch was welcomed and administered the Oath of Office.

Board Member Conflict of Interest

Chairperson Ussery asked if any Board member has a conflict of interest concerning agenda items the Board will address during the meeting. None were stated.

Certification of Quorum

Secretary Michele Weatherly certified a quorum.

Absent Board Members Justifications

Priscilla Little – Emergency – excused. *A motion was made by Commissioner Anthony Copeland and seconded by Michele Weatherly to “excuse the absence”. The motion passed unanimously.*

Matthew Rothbeind – Vacation – excused. *A motion was made by Commissioner Anthony Copeland and seconded by Michele Weatherly to “excuse the absence”. The motion passed unanimously.*

Commissioner Barbara McKoy – Weather issues – excused. *A motion was made by Commissioner Anthony Copeland and seconded by Michele Weatherly to “excuse the absence”. The motion passed unanimously.*

Commissioner Otis Ritter – Emergency Commissioner meeting – excused. *A motion was made by Commissioner Anthony Copeland and seconded by Michele Weatherly to “excuse the absence”. The motion passed unanimously.*

Walter Ferguson – Weather issues – excused. A motion was made by Commissioner Anthony Copeland and seconded by Michele Weatherly to “excuse the absence”. The motion passed unanimously.

Leann Henkel – Sick – excused. A motion was made by Commissioner Anthony Copeland and seconded by Michele Weatherly to “excuse the absence”. The motion passed unanimously.

Tonya Gray – Weather issues – excused. A motion was made by Commissioner Anthony Copeland and seconded by Michele Weatherly to “excuse the absence”. The motion passed unanimously.

Costella Donnell – Not in attendance – unexcused.

Approval of Minutes

The minutes of the September 13, 2016 Board of Directors meeting were reviewed for approval.

A motion was made by Commissioner Kirk Smith and seconded by Commissioner David Allen to “approve the September 13, 2016 minutes as presented”. The motion passed unanimously.

Amendments to Agenda

None

Public Comments

George Reynolds expressed his appreciation to Sandhills Center for the support with the recent Mental Health Fair.

Mrs. Whitt introduced Mabel McGlothlen, DMH LME Team Leader and the new DMH, LME Technical Assistance Liaison for Sandhills, Dennis Williams.

Access2Care Screening Program

Mrs. Whitt noted that at the April Board meeting, she presented a new initiative available – a mental health screening kiosk. The program is designed to provide access to people in the community for behavioral health screenings, educational resources and referrals. Two kiosks located in Guilford County and two in Harnett County were installed September 30th.

Mrs. Whitt introduced Trish Blackmon with ACT Associates, LLC. Ms. Blackmon thanked Theresa Clark and other staff for their work on the project.

Ms. Blackmon gave an overview of the kiosk project, stating that 8.9 million people with a mental health/substance abuse disorder, only 44% receive services. The Access2Care project allows Sandhills to reach out to people to help connect them to available resources. Persons at risk for behavioral health diagnoses can be identified and connected to services/resources.

Ms. Blackmon reviewed the three major parts of the Access2Care:

- Screening Website – can be accessed through the Sandhills Center website. Provides a 24/7 access to anonymous, online screenings, provider information, and educational material. The screening website can also be accessed through mobile devices.
- Community Kiosks – the kiosk is located in a sit-down privacy booth, features a touchscreen computer with privacy features and a dedicated phone line that connects directly to the Sandhills Center Call Center.
- Comprehensive Database – provides an online module which monitors usage and produces a demographic data dashboard. This will provide Sandhills with a method of determining how many screenings have been taken, which type of screenings are being taken, and the percentage of screenings that come back reflecting a need for services.

Mrs. Whitt thanked Ms. Blackmon for her presentation. Mrs. Whitt asked that if any Board member is interested in having the kiosks in their county to let her know.

Chief Executive Officer's Report

Mrs. Whitt, Chief Executive Officer, welcomed everyone and provided the following information:

- **Policy Revisions**

Mrs. Whitt presented to the Board of Directors, for review and approval, two new policies. A motion was made by Mazie Fleetwood and seconded by Michele Weatherly to “approve the two new policies as presented”. The motion passed unanimously.

- **FY 2016-2017 Corporate Compliance Plan Update**

Mrs. Whitt reviewed the minor changes suggested by the State to the FY 2016-2017 Corporate Compliance Plan. The changes are in regard to investigating complaint issues for both staff and network providers.

A motion was made by Commissioner Kay Cashion and seconded by Commissioner Kirk Smith to "approve the changes to the FY 2016-2017 Corporate Compliance Plan as presented". The motion passed unanimously.

- **New Office Building – Construction Update**

- Construction contract was approved by the Board at the September meeting.
- Construction began September 19, 2016.
- Completion date is July 16, 2017.

- **Facility Based Crisis (FBC) Services Update**

Mrs. Whitt gave an update to the Facility Based Crisis Services. Continue to work with Daymark to develop the clinical and financial model. The proposal is for 1) a 16 bed non-medical unit to provide an alternative to hospitalization for adults experiencing behavioral health crises; 2) six "observation chairs", providing an observation period for a person to be treated for their illness and their level of care need assessed for up to 23 hours; and 3) the availability of 24/7 routine, urgent and emergent assessments as well as involuntary commitment evaluations.

Based on catchment area geographical centrality, Randolph County appears to be the best location for this new service. On October 3rd, Mrs. Whitt presented this to the Randolph County Commissioners and received unanimous support to move forward with the program in Randolph County and their support to continue a feasibility study of the county building located at 110 West Walker Avenue, currently housing the Crisis Walk-In Clinic, as a potential location. To date the following has occurred:

- Conducted initial discussions and a "walk through" with Randolph County Officials regarding this potential site.
- Received a preliminary review by the Asheboro Planning and Zoning Department that indicates the proposed usage is permitted in the current zoning district.
- Obtaining a building analysis by an architect regarding the renovation feasibility:
 - Initial findings indicate that cost estimate to bring the building up to current Building Code is approximately \$300,000, to include the addition of a sprinkler system, bathroom modifications to include ADA showers/tubs, additional fire protection, smoke protection and egress.
 - The architect is contacting NC Division of Health Services Regulation for any additional regulatory requirements to meet licensure for the program.
 - Need to determine additional renovation cost estimate related to spatial changes, modifications not required by Code, and general maintenance of building systems or elements such as HVAC, electrical, plumbing, roof, waterproofing, etc.
- If the building analysis confirms the feasibility of this facility for the new service, will need to initiate discussion with the County regarding building appraisal and potential purchase by Sandhills Center. The 2016 Tax Assessment is \$1,986,395 inclusive of building space of 25,144 square feet, 2.96 acres, and an outbuilding.
- If the site is deemed not appropriate, other potential sites within Randolph County will need to be identified.

Summer of 2017 is the target date to have Facility Based Crisis Services operational.

Mrs. Whitt will provide an update of the project at the November Board meeting.

- **NC Council of Community Programs Conference**

Mrs. Whitt stated that the NC Council of Community Programs conference will be held December 7-9, 2016, at the Pinehurst Resort, Pinehurst, NC. If interested in attending, please contact Sherry.

- **Mrs. Whitt also reviewed the following:**

- Community Stakeholder's Breakfast Meetings Agenda
- Personnel Report
- Newspaper Articles

Clinical Services & Operations Report

Anthony Ward, Deputy Director/Chief Operating Officer reviewed the Operations Report for September 2016 noting that all benchmarks continue to be met.

Mr. Ward introduced Gene McRae, Customer Services Director, who gave an overview of the Call Center. The goal of the Call Center is to provide residents of the Sandhills Center nine county service area access to screening, triage, and linkage to services on a 24/7/365 basis. Mr. McRae noted the following:

- Call Center Performance for FY 2015-2016, noting that all standards were met.
- All calls are answered by a live person and are warm transferred to a Licensed Clinician if the caller states it is an emergency; the caller is never put on hold.
- All Call Center staff use scripts for communications with callers to assure consistency and accuracy. Calls are monitored for fidelity to scripts and courtesy to callers.

- Based on answers to questions asked, the caller is triaged to one of the following categories: Emergent, Urgent, or Routine.
- Appointments are monitored and if the appointment is not kept, Call Center staff will follow-up.
- The toll-free number is connected with the kiosks.

Committee Reports

- **Finance Committee Report** – Finance Committee Chairperson Gart Evans reported the Finance Committee met prior to tonight's Board of Directors meeting and reviewed the Finance Report in detail. Chairperson Gart Evans presented and reviewed the Finance Report with the Board of Directors. A summary of the Consolidated Balance Sheet and Income Statement was reviewed and reflects services through September 30, 2016.

Also noted in the Finance Report:

- Funding allocated to the Foster Care Chronicles Project at University of North Carolina at Greensboro.
- Permission to sale nine Sandhills Center cars to the highest bidder.

On behalf of the Finance Committee, a motion was made by Chairperson Gart Evans and seconded by Commissioner Anthony Copeland to "approve the Finance Report as presented". The motion passed unanimously.

- **Program Planning and Operations Committee Report** – Chairperson Shirley Hart gave the report.
- **Client Rights Committee Report** – Did not meet.
- **Personnel Committee Report** – Did not meet.

Closed Session

Chairperson Ussery announced that the Board needed to go into Closed Session for the purpose of discussing confidential information in accordance to N.C. General Statute § 143-318.11(a)(1).

A motion was made by Commissioner David Allen and seconded by Michele Weatherly to "go into Closed Session". The motion passed unanimously. The Closed Session began at 8:15 p.m.

Sandhills Center staff in attendance included CEO Victoria Whitt, General Counsel Evelyn Savage, and Clerk to the Board/Administrative Assistant Sherry Bynum.

A motion was made by Commissioner Kay Cashion and seconded by Michele Weatherly to "come out of Closed Session". The motion passed unanimously. Closed Session ended at 8:21 p.m.

New Business

None

Old Business

Board members were reminded of the November meeting being moved to Thursday, November 10th at regular time.

Comments


Commissioner Kay Cashion thanked Anthony Ward for the great presentation he gave at the Guilford County Citizens Academy meeting recently.

Commissioner Cashion also welcomed Dixie Branch to the Board. Ms. Branch is the Guilford County NAMI president.

Several Board members discussed the recent CIT trainings/presentations in their county.

Adjournment

A motion was made by Commissioner David Allen and seconded by Michele Weatherly to "adjourn the meeting". The motion passed unanimously. The meeting adjourned at 8:25 p.m.



Commissioner Thad Ussery
Chairperson, Board of Directors

11-10-16

Date

Documents referred to in these minutes may be obtained by contacting Sherry Bynum at sherryb@sandhillscenter.org or 910-673-9111.

Submitted by: Sherry Bynum, Clerk to the Board/Administrative Assistant