

Fairfax-Falls Church Community Services Board  
Virtual Meeting Minutes  
January 27, 2021

The Board met electronically due to the COVID-19 pandemic that has made it unsafe to physically assemble a quorum in one location or to have the public present. Access was made available via video and audio conference call to CSB Board members, CSB staff, and members of the public. The meeting notice, including participation instructions, was posted electronically and on the building in which the meeting is typically held. Additionally, attendees were provided an opportunity to register for public comment during the 30 minutes prior to the meeting being called to order.

The following CSB members were present: Bettina Lawton Chair (Vienna); Jennifer Adeli (Great Falls); Karen Abraham (Fairfax); Daria Akers (Fairfax); Robert Bartolotta (Falls Church City); Captain Derek DeGeare (Loudoun Co.); Sheila Coplan Jonas (Alexandria); Larysa Kautz (Alexandria); Garrett McGuire (Alexandria); Srilekha Palle (Inova Mt Vernon Hospital); Edward Rose (Falls Church); Andrew Scalise (Fairfax); Daniel Sherrange (Chantilly); Sandra Slappey (Fairfax City), and Anne Whipple Great Falls).

No CSB Board members were absent:

The following CSB staff was present: Daryl Washington, CSB Executive Director; Jennifer Aloi, Healthcare Systems Director; Georgia Bachman, Asst. Dep. Dir. Acute & Therapeutic Treatment Services; Eileen Bryceland, Behavioral Health Outpatient & Case Management Services; Randy Buckland; Jessica Burris, Chief Financial Officer; Evan Jones, Dir. Employment & Day Services; Lisa Flowers, Dir. Of Communications; Michael T. Lane, Dir. Office of Individual & Family Affairs; Elizabeth McCartney, Legislative Liaison; Linda Mount, Dir. Analytics & Evaluation; Carolyn Smith; Cindy Tianti, Dep. Co. Atty; Lyn Tomlinson, Deputy Director Clinical Operations; Barbara Wadley-Young, Asst. Dep. Dir. Community Living Treatment & Supports; LaVurne Williams, Dir. Residential Treatment and Detox Services

1. Meeting Called to Order

Bettina Lawton, CSB Board Chair, called the meeting to order at 5:00 p.m.

2. Roll Call and Audibility

Ms. Lawton conducted a roll call with each CSB Board Member present, as identified above, to confirm that a quorum of CSB Board members was present and audible. Ms. Lawton passed the virtual gavel to CSB Board Vice Chair Jennifer Adeli to make several motions required to start the meeting.

A motion was offered confirming that each member's voice was audible to each other member of the CSB Board present this motion was seconded by Edward Rose and passed unanimously.

3. Preliminary Motions

CSB Board Chair Bettina Lawton made a motion that the State of Emergency caused by the COVID-19 pandemic makes it unsafe for the CSB Board to physically assemble and unsafe for the public to physically attend any such meeting, and that as such, FOIA's

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usual procedures, which require the physical assembly of this CSB Board and the physical presence of the public, cannot be implemented safely or practically.

A further motion was made that this Board may conduct this meeting electronically through a dedicated audio-conferencing line, and that the public may access this meeting by calling 1-866-434-5269 and using participant code 3743216. Motions were seconded by Edward Rose and unanimously approved.

Ms. Lawton made a final motion that that all the matters addressed on today's agenda are statutorily required or necessary to continue operations and the discharge of the CSB Board's lawful purposes, duties, and responsibilities. The motion was seconded by Robert Bartolotta and unanimously passed.

4. Matters of the Public

Several members of the public attended via conference call to provide comment on concerns related to the consideration of contracting for some services including residential substance use disorder treatment that are currently provided by CSB staff and on the availability of youth crisis services.

5. Amendments to the Meeting Agenda

The meeting agenda was provided for review. Acknowledging no recommendations were forthcoming, Edward Rose made a motion to approve the agenda as revised that was seconded and unanimously passed.

6. Approval of the Minutes

Draft minutes of the December 16, 2020 virtual meeting of the Fairfax-Falls Church Community Services Board were presented for review. As no further revisions were suggested, Edward Rose made a motion for approval, which was seconded by Captain Derek DeGeare and passed with Bettina Lawton Chair, Jennifer Adeli, Karen Abraham, Daria Akers, Robert Bartolotta, Captain Derek DeGeare, Sheila Coplan Jonas, Larysa Kautz, Garrett McGuire, Srilekha Palle, Edward Rose, Andrew Scalise, Daniel Sherrange, Sandra Slappey, and Anne Whipple with one abstention by Daniel Sherrange.

7. Staff Presentation

Michael T. Lane, Director of the Office of Individual & Family Affairs provided an overview of Peer Support Service program and slides included in the meeting materials.:

- Peer Support Specialists are individuals who have experience in addressing and overcoming mental health and/or substance use disorder challenges and who have received training for how to appropriately use their shared experiences to support and provide guidance to others receiving services in the behavioral health system. Once certified, Peer Support Specialists provide services as part of a team in both CSB directly operated and in contracted programs. Highlighted benefits of Peer Support Specialists include an experienced voice to facilitate trust and cost effectiveness.
  - Some of the contracted services/locations include Recovery Program Solutions of Virginia (RPSV), Laurie Mitchell Empowerment Career Center (LMECC), Psychiatric Rehabilitation Services (PRS), Inc. and the Chris Atwood Foundation, Mr. Lane clarified that funding sources include a blend of federal and state grants and local funding.
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- Assignments for the Peer Support Specialists are determined by CSB program supervisors or contract agency program managers. Tracking of assignments and services provided is managed through the CSB EHR (Electronic Health Record). Reporting that efforts to identify and track ‘better-off measures’ are underway. This is a challenging effort as peer supporters work as part of a team, making it challenging to ‘break-out’ measures related to only one member.

#### 8. EHR Implementation

Daryl Washington introduced new CSB staff member Jennifer Aloï, recently hired as the Healthcare Systems Project Manager for Behavioral Health. Ms. Aloï will be managing Informatics and Evaluation & Analytics

Mr. Washington confirmed consistent progress with implementation of a new EHR noting that the RFP process is ongoing.

#### 9. Director’s Report

Several staff members contributed to the Director’s Report, some highlights included:

- Offering a reminder of a Board request from last month for further information related to Substance Use Disorder Residential costs and expenses, Lyn Tomlinson, Jessica Burris, and Linda Mount summarized three fiscal years of data to include:
  - Clinical conclusions: reduced census related to physical distancing (2020), staff with higher credentials required for ARTS implementation (2020), fixed facility costs regardless of census, facility needs resulting in a reduction in available beds, individuals presenting with more complex needs resulting in a need for additional staffing, and individuals delaying entry into services in larger numbers. It was clarified that the reasons for individuals delaying entry into services remains unknown.
  - Financial conclusions: Compensation and Benefits included increases in staffing, MRA (Market Rate Adjustment) and performance increases, annual salary, and fringe benefit increases, and with a smaller impact that included shift differential and increased overtime. Also, the annual increases in the allocation of indirect overhead costs that includes Human Resources, Finance, and Informatics. It was further noted that DAHS (Department of Administration of Human Services) disbanded in the review period resulting in a reallocation of staff from DAHS to CSB including Finance, Human Resources.
- Members requested additional information on bed availability to include details for why and for how long a bed may be unavailable.
- Ms. Tomlinson further provided an overview of the December time to treatment reports highlighting that the wait times for adult, and on a lesser scale for youth, have increased at all sites. This is partially attributed to resuming the process of referring individuals to the appropriate catchment (local community) area for service instead of the practice of referring individuals to locations with more appointment availability as was the practice for some months. There continues to be high numbers of staff vacancies; work is ongoing to identify reasons for this. Strategies to reduce the wait times include overtime opportunities as well as

clinicians working with MCOs (Managed Care Organizations) to refer individuals to a community provider. It was noted that the wait times for residential substance use disorder services is less than typically experienced.

- Linda Mount provided a brief synopsis of the Business Intelligence Tool charts. Following the review, Ms. Mount reported that refinement of the reports is planned, asking that members provide feedback. Some recommendations included identify a standard for reportable changes, trends, and anomalies, and to determine a date range that will provide meaningful data.
  - Jessica Burris highlighted details of the financial documents noting no significant changes from the last reporting period. It was clarified that the savings in compensation is primarily attributed to lower than anticipated costs related to COVID activities and expenses. Next month's reports will include updated projections and initial preparations for the FY21 third quarter submission. The variable revenue analysis indicated some increased stabilization in variable revenue, noting ongoing efforts to maximize revenue.
  - Mr. Washington and Sebastian Tezna provided the COVID-19 including:
    - Confirmation that vaccinations are a primary focus including efforts to develop a tracking resource for both staff and individuals in the CSB EHR. Due to inconsistencies in the statewide vaccine administration process, there have been provision delays for CSB residential program staff for which solutions are being sought. It was confirmed that, in close collaboration with the Health Department, baseline testing, testing at admission, and re-testing as needed of staff and individuals in residential programs is underway.
    - Positive COVID test results for Merrifield/MCRC (Merrifield Crisis Response Center) staff are conveyed to impacted staff as well as to the lead law police officer and the lead deputy and the CSB Board member representative to the Sheriff's Department.
    - The supply of Personal Protective Equipment (PPE) is closely monitored remains adequate to need.
  - Mr. Washington provided a brief overview of the HR update highlighting the minor increase to the number of vacant general merit positions from 87 to 91. This is partially attributed to staff who resign/retire adequate prior notice to allow for vacancy planning.
  - Directing attention to the *Strategic Plan and Critical Focus Areas* handout, Mr. Washington confirmed that consideration of contracting CSB services is deferred until 2023. Due to the public interest in this topic, Mr. Washington further confirmed active plans to convey this information to the interested community members. Offering strong support of this action members requested further study of this matter be initiated to clarify the value of this proposal.
  - Additional focus areas included
    - Implementing a pilot program to streamline the walk-in assessment process.
    - Investigating the use of an outside agency to identify causes of staff turnover with a goal of mitigation.
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- Refinement of current BI tools and reports as discussed earlier. Initial steps include Board review of existing ‘better off’ measures extracted from the current budget documents, planned for February/March 2021.
- The CSB has partnered with DFS (Department of Family Services) in a pilot program designed to improve CSB client Medicaid enrollments with a goal of increasing the number of individuals with insurance and improved CSB revenue. Highlighting the success of the pilot program, Mr. Washington confirmed continued partnership included plans for cross-training of DFS/CSB staff, refinement of primary healthcare screening, follow up with individuals identified as having metabolic syndrome, and increasing the number of individuals with both health insurance and a primary healthcare provider.
- Behavioral Health Enhancement is an effort to assign behavioral health services to Medicaid with a goal of qualifying for a federal (dollar for dollar) match, as well as offering improved behavioral health services that meet more robust Medicaid requirements, noting that changes to Medicaid reimbursement rates and regulations is anticipated.
  - It was clarified that an 1115 Waiver makes additional federal funding available to provide services to underserved populations.
- The Marcus Alert Bill provides funding to establish a co-responder unit that includes a mental health clinician and a police officer to respond to a psychiatric crisis in the community. This CSB was not selected to participate in the pilot program (Phase 1) but will participate in Phase 2 that is scheduled for implementation by the end of 2023, as required by the Bill. A reminder was offered that Mr. Washington serves on the statewide stakeholders’ group and will provide regular updates.
- An update to the DOJ (Department of Justice) Settlement Agreement included notification to the state that they would not be released from the Agreement at the end of June 2020. It was expressed that with the postponement of the exit of the Agreement, a more reasonable timeline for adoption of the multiple rules and requirements may be implemented.

Daryl Washington and Elizabeth McCartney provided an update to the 2021 Virginia General Assembly Session Activities, a summary of which was provided in the meeting materials. Two bills of concern were highlighted including Hospital Census – Discharge Planning (SB 1304) and Mandatory Outpatient Treatment (HB 2166) requesting that members refer to the handout in the meeting materials and provide feedback.

Mr. Washington offered a reminder that Michael Neff, former Director of Administrative Operations, retired January 22, 2021. The Board, noting high turnover in this position, offered support with efforts for successful position design, recruitment, and hiring.

#### 10. Matters of the Board

It was confirmed that CSB Board committee meetings will resume following CSB Board adoption of new CSB Board policy #1600 and Board of Supervisors (BOS) approval of amendments to the CSB Board Bylaws.

Daria Akers reported concerns with CSB Crisis Service availability related to a family situation, further reporting that her husband provided comment earlier in the meeting.

Captain Derek DeGeare asked that data be provided to the Board related to the number/percentage of individuals with a TDO (Temporary Detention Order) that are not eligible for ATP (Alternate Transport Program), including how often the service is used for individuals who are found eligible.

Bettina Lawton reported outreach from the Chair of another Virginia CSB proposing ongoing communication between the Chairs of Virginia CSB be initiated, confirming that the Board will be kept apprised.

#### 11. Action Item

##### A. *CSB Board Policy Approval*

New CSB Board policy #1600 was submitted to the CSB Board for final review and approval. Acknowledging that no recommendations were forthcoming Daniel Sherrange made a motion to approve the policies as submitted that was seconded by Srilekha Palle and unanimously approved.

##### B. *Approval of Amendments to the CSB Board Bylaws*

Proposed amendments to the CSB Board Bylaws included adding a provision for CSB Board members to participate electronically in CSB Board and Committee meetings, removing references to Early Intervention Services as these services are now provided by Department of Family Services, and revision to Standing Committees to establish the Service Delivery Oversight Committee and disestablish the Behavioral Health Oversight Committee and the Developmental Disabilities Committee. It was acknowledged that no further recommendations were forthcoming, and no comments were received during the public comment period. Daniel Sherrange made a motion to approve the CSB Board Bylaws as amended that was seconded and passed. A reminder was offered that the Bylaws with the proposed revisions would be submitted to the Board of Supervisors as a Consideration Item at the February 23, 2021 BOS meeting.

#### Actions Taken - -

- Motions required to start the virtual meeting including roll call & audibility, safety, electronic meeting and public access, and continuity in government were offered by Bettina Lawton, seconded, and passed.
- The December 16, 2020 CSB Board Meeting minutes were approved as presented.
- The Board will be provided with the requested information regarding utilization of the Alternative Transport Program (ATP).
- CSB Board policy 1600 was approved.
- Amendments to the CSB Board Bylaws were approved for submission to the Board of Supervisors for consideration.

February 24, 2021

Date Approved



Staff to the CSB Board