



**FAIRFAX-FALLS CHURCH CSB BOARD MEETING**

**Garrett McGuire, Chair**

**Sharon Bulova Center for Community Health**

**8221 Willow Oaks Corporate Drive, Level 3, Room 3-314, West**

**Fairfax, VA 22031**

**Wednesday, November 16, 2022, 5:00 PM**

**This meeting can also be attended via electronics access through Zoom**

**Dial by your location to access live audio of the meeting:**

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**Meeting ID: [865 1640 7470](#) Passcode: 304875**

**MEETING AGENDA**

- |   |                         |
|---|-------------------------|
| <b>1. Meeting Called to Order</b>                           | <b>Garrett McGuire</b>  |
| <b>2. Roll Call, Audibility and Preliminary Motions</b>     | <b>Garrett McGuire</b>  |
| <b>3. Matters of the Public</b>                             | <b>Garrett McGuire</b>  |
| <b>4. Amendments to the Meeting Agenda</b>                  | <b>Garrett McGuire</b>  |
| <b>5. Approval of the October 26, 2022, Meeting Minutes</b> | <b>Garrett McGuire</b>  |
| <b>6. Staff Presentation</b>                                | <b>Abbey May</b>        |
| A. Crisis Response Update                                   |                         |
| <b>7. Director's Report</b>                                 | <b>Daryl Washington</b> |
| A. County, Regional, State and Cross Agency Initiatives     |                         |
| B. Covid Update   |                         |
| C. Electronic Health Record Update                          |                         |
| <b>8. Matters of the Board</b>                              | <b>Garrett McGuire</b>  |
| <b>9. Committee Reports</b>                                 |                         |
| A. Service Delivery Oversight Committee                     | <b>Anne Whipple</b>     |
| B. Compliance Committee                                     | <b>Garrett McGuire</b>  |
| C. Fiscal Oversight Committee                               | <b>Dan Sherrange</b>    |
| D. Other Reports  |                         |
| <b>10. Adjournment</b>                                      |                         |

Meeting materials are posted online at [www.fairfaxcounty.com/municipal-services-board/board/archives](http://www.fairfaxcounty.com/municipal-services-board/board/archives) or may be requested by contacting Sameera Awan at [Sameera.Awan@fairfaxcounty.gov](mailto:Sameera.Awan@fairfaxcounty.gov)

**FAIRFAX-FALLS CHURCH COMMUNITY SERVICES BOARD**  
**MEETING MINUTES**  
**OCTOBER 26, 2022**

The Fairfax-Falls Church Community Services Board met in regular session at the Pennino Building, 12011 Government Center Pkwy, Level 2, Room 200/206, Fairfax, VA 22035.

**1. Meeting Called to Order**

Board Chair Garrett McGuire called the meeting to order at 5:08 PM

**2. Roll Call, Audibility, and Preliminary Motions**

**PRESENT:**     **BOARD MEMBERS:** BOARD CHAIR, GARRETT MCGUIRE; JENNIFER ADELI; DAN SHERRANGE; SANDRA SLAPPEY-BROWN; KAREN ABRAHAM; ANDREW SCALISE; LARYSA KAUTZ; ROBERT BARTOLOTTA; BETTINA LAWTON; DARIA AKERS; CLAUDIA VOLK; ANNE WHIPPLE; SRILEKHA PALLE (FAIRFAX, VA); CAPTAIN DANIEL WILSON (STEVEN CITY, VA); DIANA RODRIGUEZ (MCLEAN, VA); SHEILA COPLAN JONAS (ALEXANDRIA, VA)

\* Board Members Captain Daniel Wilson, Srilekha Palle, Diana Rodriguez, and Sheila Coplan Jonas participated remotely via Zoom.

**Also present:** Executive Director Daryl Washington, Deputy Director Barbara Wadley- Young, Deputy Director of Support Coordination Sierra Simmons, Finance Manager Paresh Patel, Director of Analytics & Evaluation Linda Mount, Service Director Michael T Lane, Service Director Kevin Lafin, Legislative and Grants Analyst Elizabeth McCartney, Healthcare Systems Director Jennifer Aloï, and Board Clerk Sameera Awan.

**3. Amendments to the Meeting Agenda**

The meeting agenda was provided for review, no amendments were made.

**BOARD MEMBER CONSENSUS TO APPROVE AGENDA ITEM NO. 3.**

**4. Discussion with General Assembly**

The following General Assembly Representatives were present during the board meeting:

Senator Adam Ebbin (30<sup>th</sup> District)  
Senator Barbara Favola (31<sup>st</sup> District)  
Delegate Kathy Tran (42<sup>nd</sup> District)  
Delegate Marcus Simon (53<sup>rd</sup> District)

Delegate Mark Sickles (43<sup>rd</sup> District)  
Delegate Iren Shin (86<sup>th</sup> District)  
Delegate Vivian Watts (39<sup>th</sup> District)

\* Delegate Marcus Simon participated remotely via Zoom

**Executive Director Daryl Washington** provided a general overview of CSB Services along with the County and Regional Legislative Priorities.

**Delegate Vivian Watts (39<sup>th</sup> District)** shared concerns from law enforcement about having to keep custody of someone in mental crisis, waiting for hours in the emergency room of state hospitals,

and noticing the strain behavioral health calls are causing officers; she asked for further clarification for why an individual in mental crisis would need to be sent to a State Hospital.

**Executive Director Daryl Washington** responded that this is a hospitalization process in the state. Once an individual is escorted to Sharon Bulova by law enforcement with a custody order, the individual is monitored and assessed by CSB staff. If the individual is in a mental crisis, they need medical clearance and are transferred to the hospital to confirm their stability before being admitted to a psychiatric unit.

**Board Member Captain Daniel Wilson** responded that when the CSB Jail Diversion team identifies an individual going through a mental crisis, the individual checks in with the Behavioral Health staff. The Deputies work with the magistrate in the Mobile Crisis Unit to obtain a Temporary Detention Order (TDO) petition for Emergency Custody Order (ECO). The delay will occur at the hospital since Mobile Crisis issues the TDO and medical clearance.

**Senator Adam Ebbin (30<sup>th</sup> District)** noted his awareness of the crisis stabilization center; he requested more information on the budget amendment to approve the annual budget.

**Senator Barbara Favola (31<sup>st</sup> District)** noted her awareness of the Crisis Receiving Center; she asked what would help the ability to care for more individuals and what budget policy initiative would serve to create more community-based services in combination with those already in place; she requested more information on the documentation requirements as this is an area that can be reviewed and solved.

**Delegate Kathy Tran (42<sup>nd</sup> District)** noted her interest in helping with crisis services; she requested that CSB staff email information on the administrative challenges and the impacts it has on workforce recruitment and share ideas on what can be done at the state level to help address these challenges.

**Delegate Mark Sickles (43<sup>rd</sup> District)** shared his concerns about preventing and ending homelessness and affordable housing and noted his interest in what can be done at the state level to help address these challenges.

## 5. Matters of the Public

Tania Hammock, a public member, introduced herself as the new Chief Clinical Officer for CRI. CRI is a residential program in Virginia and Maryland with thirteen locations in total.

## 6. Approval of the Minutes

The September 28, 2022, CSB Board Meeting Minutes were provided for review, no amendments were made.

**MOVED BY BOARD MEMBER BETTINA LAWTON, SECONDED BY BOARD MEMBER JENNIFER ADELI TO APPROVE AGENDA ITEM NO. 6.**

## **7. Director's Report**

### **A. County, Regional, State and Cross Agency Initiatives**

**Executive Director Daryl Washington** provided the Department of Behavioral Health and Developmental Services presentation and a letter to the Board of Supervisors (BOS) regarding the Youth Roundtable for review. There will be a listening session hosted by the Opioid Abatement Authority on Saturday, December 3, 2022, at the Government Center auditorium. Deputy Director of Emergency & Crisis Care Service Abbey May will be doing a presentation on the 9-8-8 Crisis Call Center and Marcus Alert for the November 16, 2022, CSB Board meeting. Daryl introduced Shayla Coleman as his new Assistant and mentioned that Yalonda Robinson, his former Assistant, is still with the CSB. The Department of Human Resources and the Department of Management and Budget are still engaging in conversations about the Salary Compression issue. The COVID status has slightly dropped; only about 5-7 staff testing positive weekly.

### **B. Electronic Healthcare Record Update**

**Healthcare Systems Director Jennifer Aloï** reported that things have been progressing well with the Electronic Health Records. The RFP closed on October 18, 2022, and proposals are being reviewed. Credible's profile system update will take place on November 14, 2022, but it is still undergoing several enhancements.

## **8. Matters of the Board**

**Board Member Claudia Volk** shared her attendance at the Human Services Advisory Committee last week. The CSB Staff was recognized and thanked for all their hard work.

## **9. Committee Reports**

### **A. Service Delivery Oversight Committee**

Committee Chair Anne Whipple did not have a report as they did not meet in the month of October. **The next meeting of the Service Delivery Oversight Committee is Wednesday, November 30, 2022, at 5:00 PM, via Zoom Conference.**

### **B. Compliance Committee**

Committee Chair Garrett McGuire mentioned there was no Compliance Committee meeting for October, but we did get a Compliance update in the Executive Committee meeting. Director of Quality Improvement Joan Rodgers provided information on the CSB Board Audit Report, the CSB Board CAP Report, and the CSB Board Education Report.

### **C. Fiscal Oversight Committee**

Committee Chair Dan Sherrange shared the Fiscal Oversight Committee will meet on November 17, 2022, after the CSB Board meeting to ensure an updated financial data report. **The next meeting for the Fiscal Oversight Committee is Thursday, November 17, 2022, at 4:00 PM, via Zoom Conference.**

**10. Adjournment**

**Board Member Garrett McGuire** adjourned the meeting at 7:04 PM.

\*Board Members also participated remotely via Zoom.

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Date Approved

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CSB Board Clerk

DRAFT



# Crisis Response Update

November 16, 2022

## Presenters

Jean Post, Director, Northern Virginia Regional Projects Office

Laura Clark, Senior Director, CrisisLink, PRS, Inc.

Abbey May, Director, CSB Emergency Services

Daryl Washington, Executive Director, CSB

# Long-Term Vision for Crisis Response



Crisis Now Model

# Long-Term Vision for Interconnectivity

Regional & Local Services + Public Safety = Crisis Response System

## Someone To Talk To

911  
Regional Crisis Call Center  
988

## Someone To Respond

Public Safety/First Responders  
Regional Mobile Crisis Response  
Fairfax CSB Mobile Crisis  
Fairfax Co-Responder

## A Place To Go

Bulova Center  
(formerly Merrifield Center)  
Crisis Facilities in development  
and/or expanding  
(Crisis Stabilization Units and  
23-hour)



# 988 – What is It?



- National Hotline Improvement Act transitioned **1-800-273-TALK to 988**
- Created an easily remembered number nationwide
- Contains specialized services for high-risk groups like LGBTQ youth



# 988 & Federal Efforts

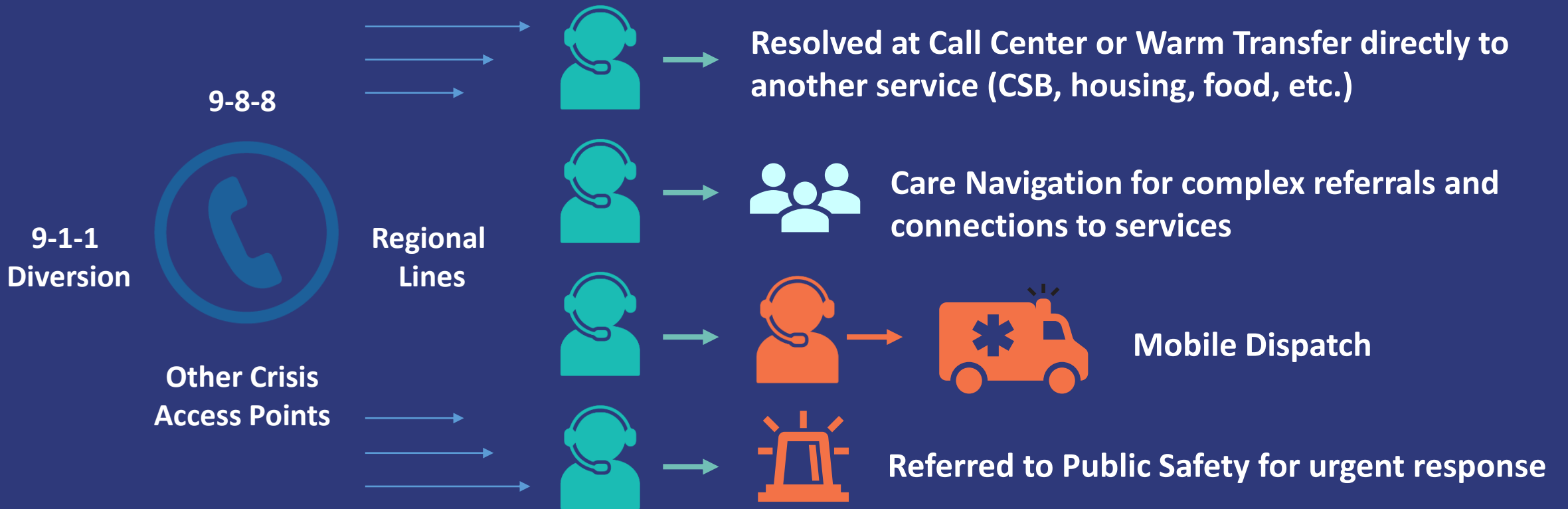
## Benefits

- Easy to remember number
- Funding that was lacking in previous efforts
- Engages states in 988
- Creates a texting option
- Demonstrates there is a federal priority to address mental health and suicide
- Has a vision of crisis transformation matching what many states are eager to implement
- Re-envision crisis care beyond a call, chat, or text

## Challenges

- Capacity is limited and not easily addressed due to volume forecast challenges
- 988 is NOT 911 and is not a 'response' system
- There is no geolocation to support 988's ability to locate a person quickly who is at imminent risk for death or harm
- 988 is one step in a multi-step process to achieving crisis responses at various levels

# Call Flow





# Marcus Alert Requirements

- Divert low-level behavioral health situations to Regional Crisis Call Center (RCCC)
- Establish agreements to ensure police back up for mobile crisis responses
- Police agencies ensure CIT/training/policy/procedures

# DRAFT Triage Plan

Appropriate for Diversion to  
Regional Crisis Call Center

Appropriate for Response by  
Co-Responder or  
Public Safety with CSB Mobile Crisis



**Routine**

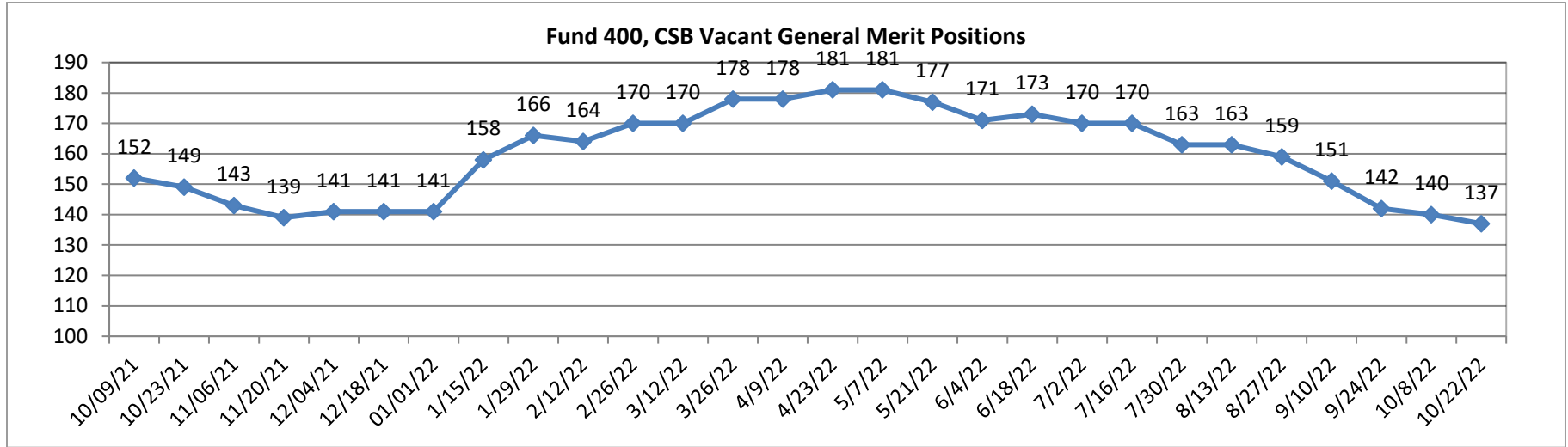
**Moderate**

**Urgent**

**Emergent**

# Next Steps: Challenges and Opportunities

- Work with DBHDS on their critical system infrastructure (aka the Data Platform)
- Staff and expand regional and local crisis services
- Ongoing problem solving due to psychiatric hospital bed crisis
- Seek and incorporate community input and submit Marcus Alert plan
- Move towards a central phone number



Vacancies in critical areas\* \*includes all merit positions (all funds – regular 400 and grant 500)

Service area	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	September		October	
Emergency Svcs/MCU	9	4	12	11	12	18	22	23	21	23	29	27	20 CIS	21	15 CIS
													4 HSW I		4 HSW I
													1 Mobile Crisis Supv		
													2 Peer Supp Spec		2 Peer Supp Spec
Behavioral Health – Outpatient Svcs	14	16	19	21	22	21	27	18	17	16	8.5	14.5	3 BHS II	10.5	2 BHS II
													4.5 BH Sr. Clin		3.5 BH Sr. Clin
													2 BHN Clin/Case Mgr		2 BHN Clin/Case Mgr
													3 BH Supv		1 BH Supv
													1 BHN Supv		1 BHN Supv
													1 BH Mgr		1 BH Mgr
Youth & Family – Outpatient Svcs	8	6	6	8	11	11	12	13	11	9	7	5	2 BH Sr. Clin	4	2 BH Sr. Clin
													2 BHS II		1 BHS II
													1 BH Supv		1 BH Supv
Support Coordination	32	27	28	26	27	27	27	28	30	29	23	22	20 DDS II	18	17 DDS II
													1 DDS III		
													1 Mgmt Analyst		1 Mgmt Analyst
ADC/ Jail Diversion	6	13	12	13	12	8	11	8	8	8	9	8	2 BHS II	9	1 BHS II
															2 BHS I
													2 BH Supv		1 BH Supv
													3 BH Sr. Clin		4 BH Sr. Clin
													1 Peer Supp Spec		1 Peer Supp Spec
EAR	8	8	8	6	5	3	4	4	3	3	2	1	1 BH Sr. Clin	2	2 BH Sr. Clin.



# SPEAK UP!

## PUBLIC LISTENING SESSIONS REGARDING THE IMPACT OF THE OPIOID EPIDEMIC ON COMMUNITIES IN VIRGINIA

The Opioid Abatement Authority (OAA) and the Virginia Association of Community Services Boards (VACSB) are jointly hosting a series of town hall style listening sessions around the state.

The OAA's Board of Directors will use these listening sessions **to collect feedback that will be useful in determining funding priorities and decisions about grant applications** that are being made available as a result of multiple legal settlements from opioid manufacturers, distributors and pharmaceutical companies. **The sessions are open to the general public.**

### WHO IS INVITED?

The listening sessions are open to the public, and **the OAA is seeking input from a broad and diverse audience including individuals in recovery, families of people who have been impacted by opioid use disorders, peers/allies, service providers, law enforcement, and local government.**

### FORMAT

**Most of the listening sessions will be held in person, and there will be one all-virtual session.** The sessions will include an opening presentation by the OAA, after which time speakers will be encouraged to address the OAA.

### [RESERVE YOUR SEAT](#)

To learn more about the OAA and its role in managing settlement funds, visit [www.voaa.us](http://www.voaa.us).

Date	Time	Location	Address
12/1/2022	7:15 – 8:45 pm	Blue Ridge Behavioral Healthcare <b>IN PERSON ONLY</b>	1315 Franklin Rd, SW Thomasson Room Roanoke, VA 24016
12/3/2022	2:00 – 3:30 pm	Fairfax County Government Center* <b>IN PERSON ONLY</b>	12000 Government Ctr. Pkwy. 22035 Board Auditorium Fairfax, VA 22035
1/30/2023	6:30 – 8:00 pm	Hanover County Administration Building <b>IN PERSON ONLY</b>	7516 County Complex Road Board Room Hanover, VA 23069
2/12/2023	5:00 – 6:30 pm	<b>ALL VIRTUAL</b>	Via Zoom: <a href="https://us06web.zoom.us/j/3163214197?pwd=ZTVYMndhNzlhJmJXplWWlrVCtaSnRoUT09">https://us06web.zoom.us/j/3163214197?pwd=ZTVYMndhNzlhJmJXplWWlrVCtaSnRoUT09</a>
2/TBD/2023	6:30 – 8:00 pm	<b>IN PERSON ONLY</b>	Hampton TBD
3/21/2023	7:15 – 8:45 pm	Region Ten CSB <b>IN PERSON ONLY</b>	500 Old Lynchburg Road, Charlottesville, VA 22903
4/TBD/2023	6:30 – 8:00 pm	PD-1 Behavioral Health <b>IN PERSON ONLY</b>	Wise TBD



\*Special accommodations will be provided upon request at this location. For EVENT information at this location, to view this information in an alternate format or to request special accommodations, call 804-330-3141 (anyone who answers the phone can assist you) or dial 7-1-1 to access information using Virginia Relay. Please allow two (2) working days in advance of the event in order to make the necessary arrangements. For additional ADA information, please contact the Fairfax County Office of Equity Programs at 324-2953/TTY 711.

## 2022 CSB Board and Committee Meetings

	Service Delivery Oversight Committee	Legislative Committee	Compliance Committee	Executive Committee	Fiscal Oversight Committee	CSB Board
2022 Meetings	2 <sup>nd</sup> Wednesday 5:00 p.m.	3 <sup>rd</sup> Wednesday 11:00 a.m.	3 <sup>rd</sup> Wednesday 4:00 p.m.	3 <sup>rd</sup> Wednesday 4:30 p.m.	3 <sup>rd</sup> Thursday 4:00 p.m.	4 <sup>th</sup> Wednesday 5:00 p.m.
January	*	*	19	19	20	26
February	9	*	16	16	17	23
March	*	*	16	16	17	23
April	13	*	20	20	21	27
May	*	*	18	18	19	25
June	*	*	15	15	23	22
July	*	*	*	20	21	27
August	*	17	*	17	18	*
September	14	***	21	21	22	28
October	*	***	*	19	20	26
November	30	***	*	9**	17**	16**
December	*	***	14**	14**	15**	*

## Fairfax-Falls Church Community Services Board

**\*No Meeting**

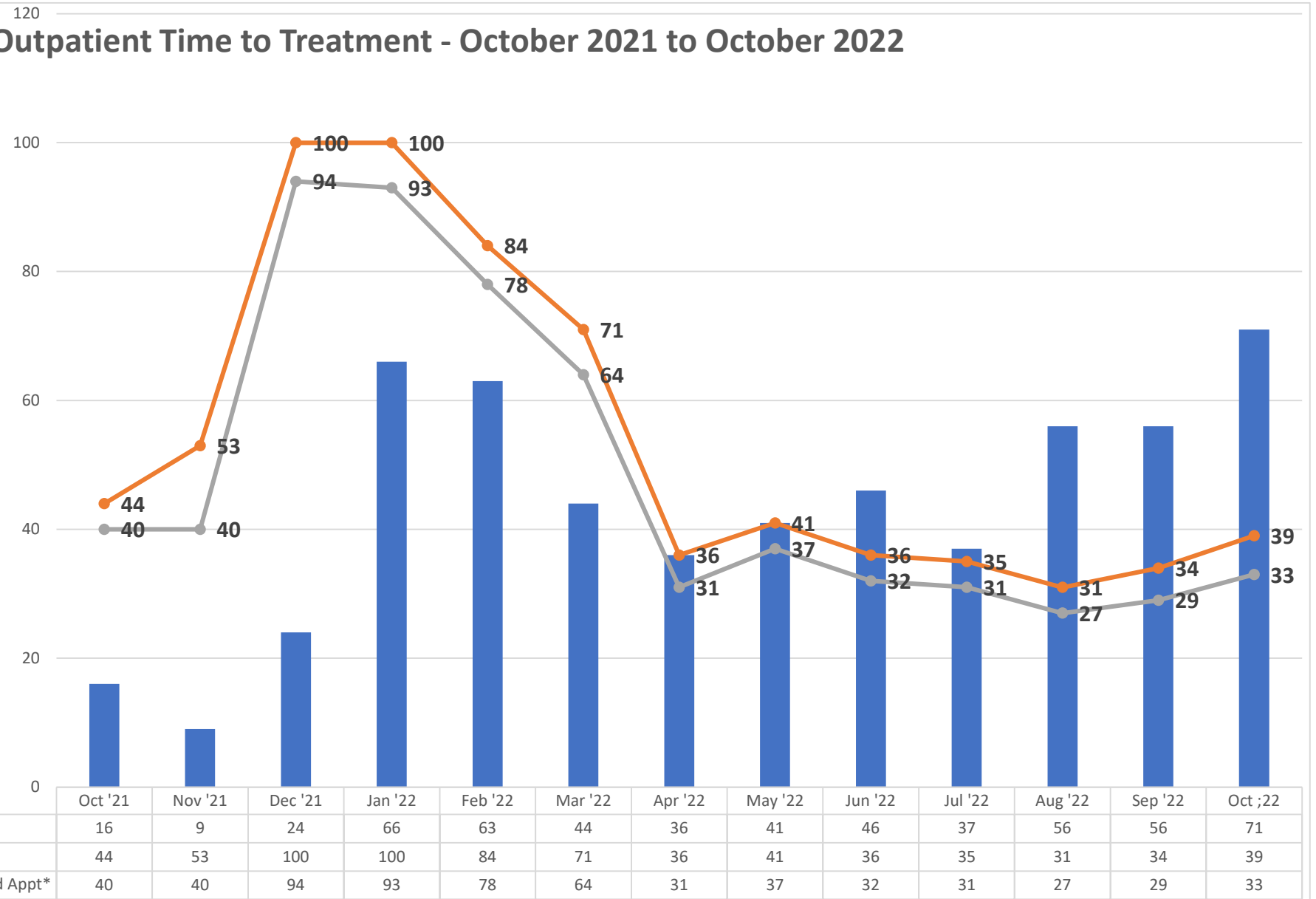
**\*\* Meeting date changed to accommodate holiday schedule**

Accommodate: Thanksgiving, Christmas Day, and New Year's Day Holidays

**\*\*\*Meet as needed**

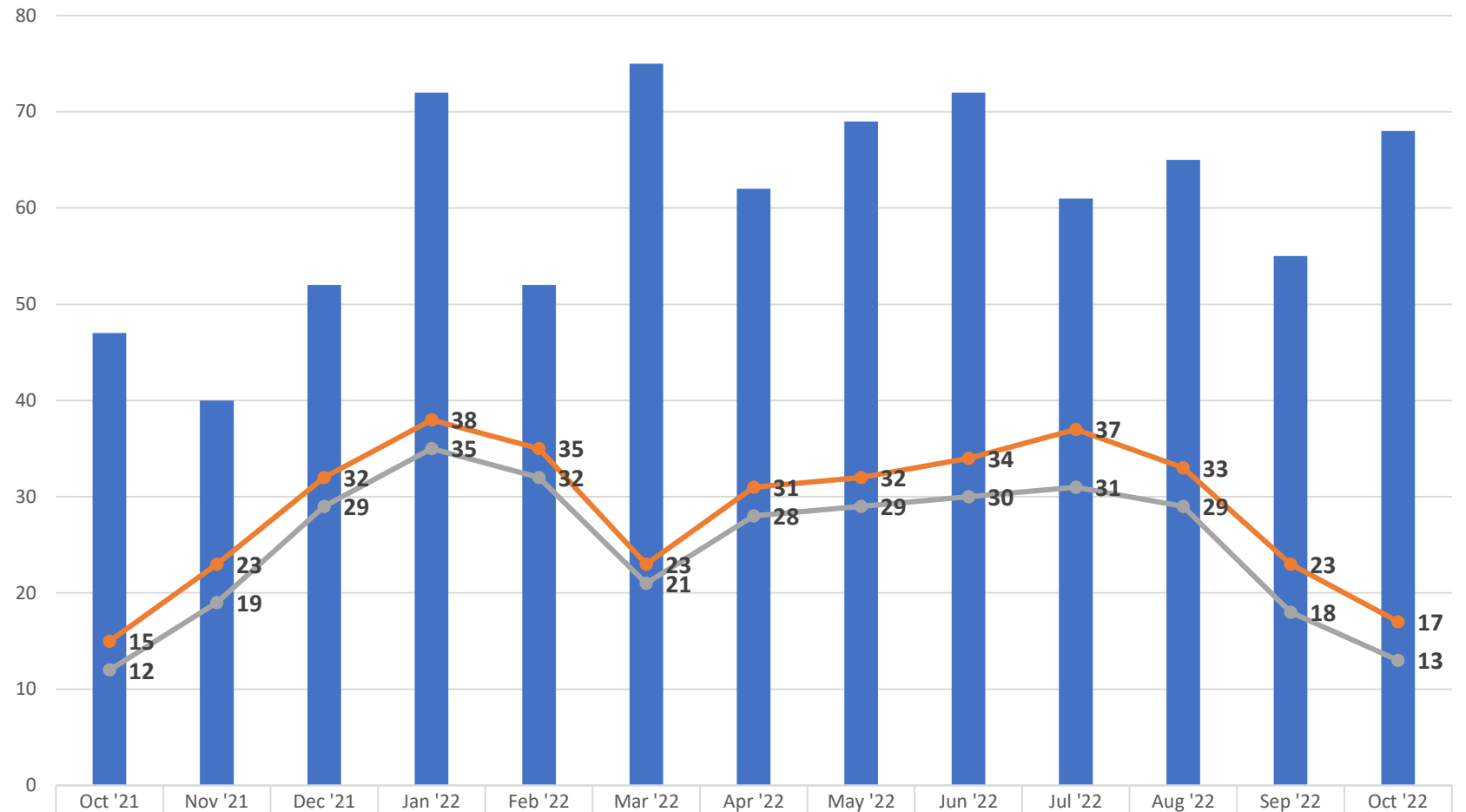
**Note:** All in person Committee and Board meetings are held at the Sharon Bulova Center, Room 3-314, West

## Adult Outpatient Time to Treatment - October 2021 to October 2022



\*Average number of days from Assessment to Date of First Available Appointment (if known) OR from Assessment to Date of First Accepted Appointment

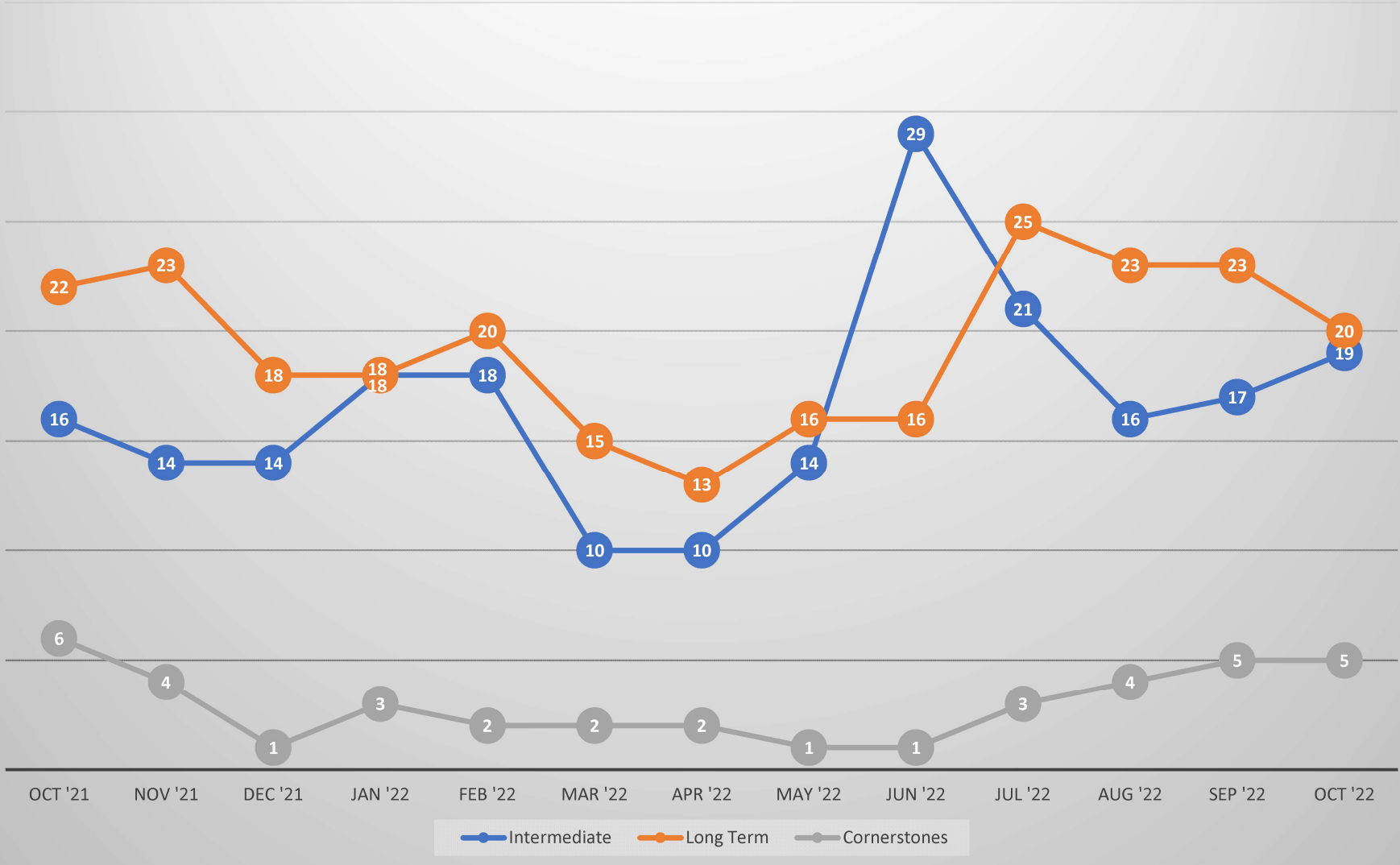
## Youth Outpatient Time to Treatment - October 2021 to October 2022



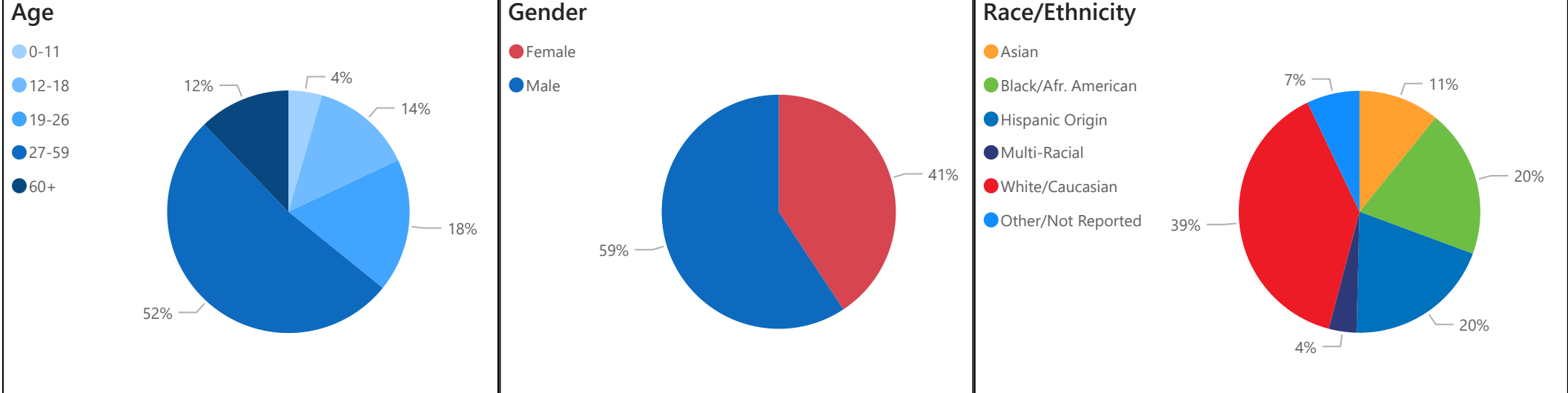
# Youth Who Attended 1st Treatment Appt	47	40	52	72	52	75	62	69	72	61	65	55	68
Average # Days from Assessment to Treatment	15	23	32	38	35	23	31	32	34	37	33	23	17
Average # Days from Assessment to 1st Available / Accepted Appt*	12	19	29	35	32	21	28	29	30	31	29	18	13

\*Average number of days from Assessment to Date of First Available Appointment (if known) OR from Assessment to Date of First Accepted Appointment

## SUD Residential Waiting List Individuals Waiting by Program Type October 2021 - October 2022

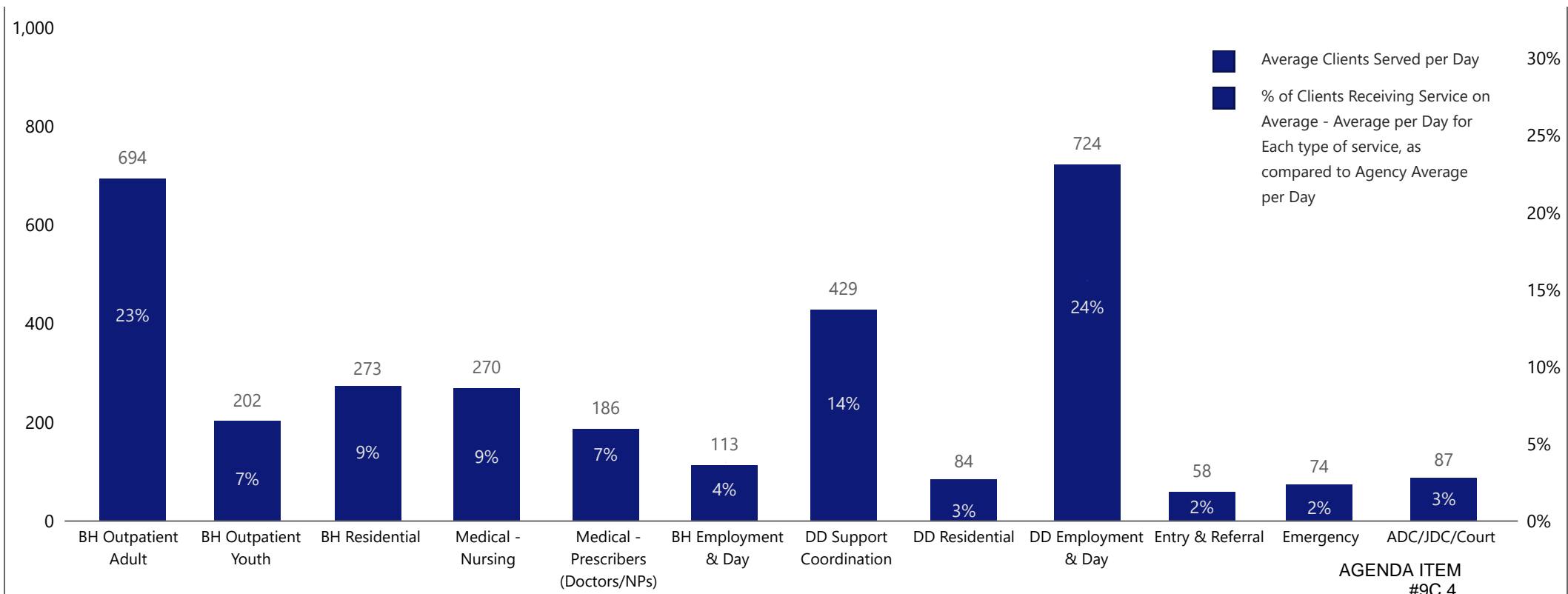


# CSB Status Report



## Average Clients Served per Day by Type of Service - September 2022

Agency Average Served per Day in September 2022 = 2,718





## Individuals Served by Month by Type of Service Sep'21 - Sep'22

Service Area	Sep'21	Oct'21	Nov'21	Dec'21	Jan'22	Feb'22	Mar'22	Apr'22	May'22	Jun'22	Jul'22	Aug'22	Sep'22	Monthly Variance	Yearly Variance	# Served Past 12 Months
All Individuals Served	8,886	9,144	8,670	8,797	8,933	8,865	9,416	9,056	9,175	9,184	8,824	9,136	9,184	▲ 0.5%	▲ 3.4%	20,625
BH Outpatient Adult	3,319	3,202	3,118	3,084	3,115	3,047	3,091	3,058	3,052	3,091	3,067	3,199	3,175	▼ -0.8%	▼ -4.3%	5,004
BH Outpatient Youth	848	857	852	913	903	911	951	969	1,001	1,020	955	918	894	▼ -2.6%	▲ 5.4%	1,870
BH Residential	461	463	459	449	436	415	463	458	446	428	423	428	425	▼ -0.7%	▼ -7.8%	1,316
Medical - Nursing	1,236	1,387	1,215	1,206	1,275	1,226	1,380	1,324	1,228	1,359	1,354	1,418	1,404	▼ -1.0%	▲ 13.6%	3,599
Medical - Prescribers	2,755	2,792	2,604	2,625	2,634	2,560	2,897	2,584	2,649	2,788	2,645	2,799	2,608	▼ -6.8%	▼ -5.3%	6,456
BH Employment & Day	374	377	396	371	363	361	379	378	350	351	346	346	355	▲ 2.6%	▼ -5.1%	656
DD Support Coordination	2,503	2,775	2,454	2,559	2,744	2,529	2,751	2,455	2,536	2,629	2,431	2,524	2,518	▼ -0.2%	▲ 0.6%	5,205
DD Residential	87	87	85	86	85	85	85	85	85	85	85	84	84	= 0.0%	▼ -3.4%	89
DD Employment & Day	837	903	951	926	917	919	1,024	1,040	1,063	982	976	1,106	1,119	▲ 1.2%	▲ 33.7%	1,318
Entry & Referral (EAR)	442	546	484	496	517	613	703	648	627	629	568	603	618	▲ 2.5%	▲ 39.8%	4,786
EAR Screenings	199	271	375	335	294	379	420	396	354	380	362	379	396	▲ 4.5%	▲ 99.0%	3,720
EAR Assessments	122	146	131	153	174	165	206	178	177	160	171	215	232	▲ 7.9%	▲ 90.2%	2,033
Emergency	926	938	845	864	791	851	993	885	941	868	824	915	873	▼ -4.6%	▼ -5.7%	6,674
ADC/JDC/ Court	455	483	447	455	461	489	559	546	542	576	559	609	639	▲ 4.9%	▲ 40.4%	2,408

\* Monthly variance compares current month to previous month; Yearly variance compares current month to the same month in previous calendar year (Ex: May 2021 compared to May 2020). Number Served Past 12 Months is an unduplicated count of clients served in each area in the 12 months prior to end of the reporting period (ex: June 2021 - May 2021).

## Service Definitions

All	Includes all individuals receiving services from the Community Services Board. Includes services for people of all ages who have mental illness, substance use disorders and/or developmental disabilities.
BH Outpatient Adult	Individuals receiving services from adult outpatient behavioral health programs. Includes the following service areas/programs: Behavioral Health Outpatient (BHOP) - MH Outpatient, MH Case Management, SUD Intensive Outpatient, Turning Point, Partial Hospitalization; Intensive Community Treatment - Intensive Case Management, PACT, Discharge Planning, PATH; Jail Diversion; Medication Assisted Treatment. Includes individuals receiving engagement, monitoring and treatment services.
BH Outpatient Youth	Individuals receiving services from youth behavioral health outpatient programs. Includes the following service areas/programs: Youth & Family Outpatient - MH Outpatient, MH Case Management, SUD Outpatient; Youth & Family Intensive - Wraparound Fairfax, Resource Program, Youth Discharge Planning. Includes individuals receiving assessment, monitoring, and treatment services.
BH Residential	Individuals receiving services from behavioral health residential programs. Includes the following service areas/programs: Supportive Community Residential - directly operated and contracted residential services; SUD Residential Treatment - Crossroads, Cornerstones, A New Beginning, New Generations; Youth Residential - Leland House; Wellness Circle Residential Crisis Stabilization, Fairfax Detoxification.
Medical - Nursing	Individuals receiving Nursing services in an outpatient setting.
Medical - Prescribers	Individuals receiving services from a prescriber (psychiatrist or nurse practitioner). Services are provided in a variety of treatment settings, including outpatient, residential, assessment, and emergency services.
BH Employment & Day	Individuals receiving behavioral health individual or group supported employment services.
DD Support Coordination	Individuals receiving developmental support coordination services. Includes individuals receiving targeted case management, monitoring, and assessment services.
DD Residential	Individuals receiving developmental disability residential services. Includes directly operated group homes and apartments, and locally funded contracted residential placements.
DD Employment & Day	Individuals receiving developmental day support services; individual, group, or sheltered employment services; and self-directed services. Includes both waiver and locally-funded services.
Entry & Referral (EAR)	Individuals receiving behavioral health entry and referral services. Includes Adult & Youth walk-in screening and assessment clinical services, case coordination, and call center referrals.
EAR Screenings	Individuals receiving behavioral health screening services at Entry & Referral.
EAR Assessments	Individuals receiving behavioral health assessment services at Entry & Referral.
ADC/JDC/Court	Individuals receiving CSB jail-based or court services. Includes CSB services provided at the Adult Detention Center, Juvenile Detention Center and adult participants in specialty court dockets (Veterans' Docket, Mental Health Docket, Drug Court).

### Notes:

#### Page 1:

- Demographics – Typically little change in demographics over time. Reflects demographic characteristics of all individuals served in the reporting month.
- Average Clients Served per Day by Type of Service – Compares average served per day in each service area to the agency-wide average number served. Individuals may receive more than one type of service per day and totals may be greater than 100%.

#### Page 2:

- Numbers reported show the unduplicated number of clients served in each service area. Individuals may receive multiple services each month within a service area and may receive more than one type of service each month.
- The Monthly Variance compares the reporting month to the prior month. The Yearly Variance compares the reporting month to the same month in the previous calendar year.
- All Individuals Served – There was an increase in the overall numbers served, which is partly due to increases in adult behavioral health outpatient, along with increases in jail-based services.
- BH Outpatient Adult – The number of individuals served is trending higher over the past two months primarily due to increases in adult mental health case management services in the Behavioral Health Outpatient (BHOP) program.
- BH Outpatient Youth – This service area typically sees an increase in referrals and individuals served in the late fall that continues throughout the school year and drops off over the summer months.
- Medical – Nursing & Prescribers (Psychiatrists & Nurse Practitioners) serve individuals in a variety of treatment settings. There is regular fluctuation in the number of clients served for Nursing based on the needs of the clients. Prescribers' numbers are lower this month primarily due to fewer clients served in Emergency services.
- BH Employment & Day – The number served is trending lower as compared to the prior year. Staff vacancies in the Supported Employment program have limited the program's ability to build capacity along with reduced referrals due to vacancies in other programs. Additionally, the implementation of the Individual Placement and Support model, an evidence-based practice, requires reduced caseload sizes and it is anticipated that numbers may remain lower as compared to previous years.
- BH Residential – The number of individuals served is trending lower compared to the prior year due to reductions through attrition in the RIC programs and slowed admissions in some SUD residential programs due to COVID and staff vacancies,
- DD Support Coordination – There is typically monthly variation based on service plan review cycles. The number of individuals served increased in August due to services provided to individuals with new waiver slots.
- DD Residential – Includes all individuals served in directly operated residential programs and locally-funded contract placements. The number of individuals served each month is trending lower overall due to reductions in the directly operated group home census and locally funded contract placements through natural attrition. New residential placements through community partners are waiver funded.
- DD Employment & Day – There has been an upward trend in this service area as developmental employment & day programs have been able to reopen from closures that were necessary earlier in the pandemic. In August, there was an increase in the number of individuals served due to some self-directed services re-opening from the summer break, people returning to service who had deferred earlier in the pandemic, and new graduate placements.
- Entry & Referral – The number of individuals assessed continues to trend higher, with an 8% increase in September and 25% increase in August partly due to additional staff resources. In Mid-October, Entry & Referral launched a new streamlined screening and assessment process with changes to the triage, screening, and assessment workflows. Direct comparisons cannot be made to prior months.
- Emergency – There is some monthly fluctuation in the demand for Emergency services. All clients who present for services are evaluated by Emergency services staff.
- ADC/JDC/Court – The number of individuals served is trending higher compared to the previous year. The jail census was significantly reduced earlier in the pandemic in response to health and safety issues. The number of individuals is also trending higher over the past two months, primarily due to an increase in referrals, including substance use clients receiving medication assisted treatment.