

Fairfax-Falls Church CSB Compliance Committee

Merrifield Center, 8221 Willow Oaks Corporate Drive, Fairfax

Room 3-314, West

November 13, 2019, 4:00 p.m.

Meeting Agenda

<u>Agenda Item</u>	<u>Facilitator</u>
1. <u>Meeting Called to Order</u>	Bettina Lawton
2. <u>Review of October 16th Committee Meeting Minutes</u>	Bettina Lawton
3. <u>Follow up items from September meeting</u> <ul style="list-style-type: none">• <i>Notification Revisions, Serious Incident Reports</i>	Daryl Washington
4. <u>Updates</u> <ul style="list-style-type: none">• <i>ComplyTrack</i>• <i>Credible Operation</i>• <i>CSB Serious Incident (Level III) Report</i>	Daryl Washington & Luann Healy
5. <u>CSB Board Policy Review Update</u> <ul style="list-style-type: none">• <i>#0020 – Mission Statement</i>	Sheila Jonas
6. <u>Open Discussion</u>	
<i>Closed Session: Consultation with legal counsel employed or retained by a public body regarding specific legal matters requiring the provision of legal advice by such counsel, as Section 2.2-3711(A)(8).</i>	
7. <u>Adjourn</u>	

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CSB Board Compliance Committee Meeting
Incident Definitions
November 13, 2019

*Serious incident means any event or circumstance that causes or could cause harm to the health, safety, or well-being of an individual. The term serious incident includes death and serious injury. **

Level III serious incident is a serious incident regardless if the incident occurs while in the provision of a service or on the provider's premises and results in:

- Any death of an individual;
- A sexual assault of an individual;
- A serious injury of an individual that results in or likely will result in permanent physical or psychological impairment; or
- A suicide attempt by an individual admitted for services that results in a hospital admission.

Level II serious incident is a serious incident that occurs or originates during the provision of a service or on the premises of the provider that results in a significant harm or threat to the health and safety of an individual. The incident does not meet the definition of a Level III serious incident and includes a significant harm or threat to the health or safety of others caused by an individual. Examples include:

- A serious injury;
- An individual who is missing;
- An emergency room or urgent care facility visit when not used in lieu of a primary care physician visit;
- An unplanned psychiatric or unplanned medical hospital admission;
- Choking incidents that require direct physical intervention by another person;
- Ingestion of any hazardous material; or
- A diagnosis of A decubitus ulcer or an increase in severity of level of previously diagnosed decubitus ulcer; a bowel obstruction; or aspiration pneumonia.

Level I serious incident is a serious incident that occurs or originates during the provision of a service or on the premises of the provider and does not meet the definition of a Level II or Level III serious incident. The incident does not result in significant harm to individuals but may include events that result in minor injuries that do not require medical attention or events that have the potential to cause serious injury, even when no injury occurs.

**DBHDS Office of Licensing Guidance for Serious Incident Reporting: 12VAC35-105-20. Definitions.*
<http://dbhds.virginia.gov/assets/QMD/licensing/draft.dbhds.seriousincidentguidance.2018.08.06.pdf>

Fairfax-Falls Church Community Services Board
Compliance Committee Meeting Minutes
October 16, 2019

The Compliance Committee of the Fairfax-Falls Church Community Services Board met in regular session at the Merrifield Center, 8221 Willow Oaks Corporate Drive, Fairfax, VA.

The following Committee members were present: Bettina Lawton, Board Chair; Jennifer Adeli; Ken Garnes; Sheila Coplan Jonas; and Diane Tuininga

The following Committee members were absent: Suzette Kern

The following staff were present: Daryl Washington, Bill Hanna, Luann Healy, and Lyn Tomlinson

1. Meeting Called to Order

The meeting was called to order at 4:07 p.m.

2. Review of Meeting Minutes

Meeting minutes of the September 18, 2019 Compliance Committee were provided for review and revision. As no recommendations were forthcoming, Nancy Scott made a motion to approve the minutes as presented, which was seconded by Ken Garnes and unanimously approved.

3. Follow up items from the prior Compliance Committee Meeting

CSB Board Policy Review

It was noted that this review will be provided under agenda item #5.

Update to the meeting with DPMM (Department of Purchasing and Material Management) to define roles and responsibilities of absorbed DAHS (Department of Administration of Human Services) staff
Confirming attendance at a recent meeting with DPMM, Mr. Washington reported that there is an ongoing realignment with staff absorbed from DAHS that will further clarify roles.

Acknowledging the CSB Board's interest in statutory responsibilities related to contracts, the Director of DPMM offered to attend a CSB Board meeting to offer clarification of DPMM contract responsibilities. Following Committee discussion, it was decided that regular updates from executive staff was sufficient reporting at this time. It was further clarified that DPMM performs regular contract audits, while both agencies share responsibility for monitoring performance of the contracted vendor.

4. Updates

ComplyTrack

Bill Hanna directed attention to the Audit Scope Definitions document in the meeting materials, noting this document was developed in response to a request at the September Compliance Committee meeting. To illustrate use of the definitions, the previously provided reports containing mock data were also included to demonstrate how the terms are used and in which report. Mr. Hanna clarified that as an independent ID number is generated for each entry, automatic tracking of related reports is not possible. However, it is possible to include this information in a verbal report. Following robust discussion, it was determined that tracking reported events and follow up through the three ComplyTrack reports via a verbal report was sufficient to the Committee's needs. Additionally, it was confirmed that the report data elements can be organized as requested by the Committee without the further involvement of ComplyTrack.

Recognizing the Compliance Program Organizational Chart was outdated, members requested an update to the Chart including job responsibilities related to each position.

Credible Operation Update

Mr. Hanna provided an update to CSB efforts to amend the Credible contract. A list of five identified areas of concern was forwarded to DPMM for development of a letter for Credible that will include a request for a CAP (Corrective Action Plan). An overview of the five areas was provided, including:

- 1 *Uptime*; the RFP (Request for Proposal) included a request for an uptime deliverable of 99.9%, that the Credible technical response offered but lacked a time frame reference. A monthly measure timeframe will be requested.
- 2 *Response Time*; the time for a page to load was clarified to meet the parameters stated in the RFP. However, there is no measure, penalty, or time frame recorded for non-compliance.
- 3 *Anticipation of a Credible CAP*;
 - a. *Product support for priority service levels*, reporting that the recent and ongoing problems are considered priority one, it was confirmed that the communication requirements were not observed. A priority one problem is defined in the contract and includes no connectivity.
 - b. *Third-Party Hosting*; involves fail-over, in which standby equipment automatically takes over when the main system fails, and redundancies, a method of protecting computer systems from failure. Both responses are out of compliance. This was demonstrated when the Dulles data center failed and did not automatically, within minutes if not seconds, connect to the Chicago data center. This process should have appeared nearly seamless from our perspective. However, this did not happen and the CSB was without service for nearly two hours before a manual process was activated to move to the Chicago data center.
- 4 *Data Storage Option*; a reminder was offered of the investigation into the CSB copying data to local storage to ensure the data is available if needed during interrupted communication with Credible. Noting the vast amount of initial data to be transferred and stored, it was clarified that the CSB is working with the Department of Information Technology (DIT) to identify a means for secure and encrypted transfer and storage of the data. Follow up data pulls can be managed with available Web Services.

Luann Healy provided the CSB Serious Incident (Level III) Report for September 2019. Following discussion, committee members requested a change to the information provided, recognizing that the strict standards of confidentiality limit what can be provided. The CSB Internal Compliance Committee will review the information reported to the CSB Board Compliance Committee. Staff will respond with recommendations for revision at the November CSB Board Compliance Committee.

5. CSB Board Policy Review Update

Sheila Jonas directed attention to the compliance related CSB Board policies in the meeting materials. Members were asked to review the documents for further edits, noting they will be submitted for review as an Information Item at the October CSB Board meeting.

Bettina Lawton inquired whether there any matters that required discussion in closed session. As no one raised any matters or need for a closed session and there being no further business to come before the Committee, the meeting was adjourned at 5:12 p.m.

Actions Taken –

- Minutes of the September 18, 2019 Compliance Committee meeting were reviewed and approved.

- Bill Hanna will forward recommendations from the CSB Internal Compliance Committee for serious incident reporting guidelines.
- Luann Healy will update the Organizational Chart and add a report that lists the job duties for each position.

Date Approved

Clerk to the Board

DRAFT

Education Report CSB Board

ItemCustomID	Start Date	Type	Training Name	Duration	Entity	# Attended	Method of Delivery
#000318	Sep 5, 2019	Educational	QA Tool Education	1.25	Pennino	4	Live On-site
#000319	Sep 27, 2019	Educational	QA Tool Education	2	Merrifield	1	Live On-site
#000321	Oct 10, 2019	Educational	QA Tool Education	2.25	Merrifield	4	Live On-site
#000322	Oct 16, 2019	Educational	QA Tool Education	1	Pennino	11	Live On-site
#000077	Jul 10, 2019	Educational	SIR Education	1.5	Northwest Center Reston	15	Live On-site
#000078	Jul 31, 2019	Educational	SIR Education	1.5	Chantilly	51	Live On-site
#000141	Aug 21, 2019	Educational	SIR Education	2	Chantilly	18	Live On-site
#000312	Sep 17, 2019	Educational	SIR Education	1.5	Merrifield	9	Live On-site
#000313	Oct 2, 2019	Educational	SIR Education	1.5	Gartlan	20	Live On-site
#000314	Oct 22, 2019	Educational	SIR Education	1.5	South County Center	13	Live On-site
#000316	Oct 28, 2019	Educational	SIR Education	1.5	Merrifield	8	Live On-site
#000315	Aug 8, 2019	Regulatory	DBHDS Licensure Education	1.5	Merrifield	7	Live On-site
#000320	Oct 1, 2019	Regulatory	DBHDS Licensure Education	1.5	Pennino	8	Live On-site
#000317	Jul 18, 2019	Regulatory	DMAS Training	3	Gartlan	1	Live On-site
#000324	Aug 29, 2019	Regulatory	DMAS Training	3	Northwest Center Reston	3	Live On-site
#000328	Sep 26, 2019	Regulatory	DMAS Training	3	Merrifield	13	Live On-site
#000332	Oct 31, 2019	Regulatory	DMAS Training	3	Gartlan	0	Live On-site
#000323	Jul 18, 2019	Regulatory	DMAS Update and Refresher Training	3	Gartlan	1	Live On-site
#000326	Aug 29, 2019	Regulatory	DMAS Update and Refresher Training	3	Northwest Center Reston	0	Live On-site
#000330	Sep 26, 2019	Regulatory	DMAS Update and Refresher Training	3	Merrifield	3	Live On-site
#000333	Oct 31, 2019	Regulatory	DMAS Update and Refresher Training	3	Gartlan	1	Live On-site
#000331	Jul 18, 2019	Regulatory	Human Rights Training New Employee	5	Heritage	21	Live On-site
#000334	Aug 22, 2019	Regulatory	Human Rights Training New Employee	5	Heritage	22	Live On-site
#000335	Oct 30, 2019	Regulatory	Human Rights Training New Employee	5	Heritage	23	Live On-site
#000340	Sep 25, 2019	Regulatory	Human Rights Training New Employee	5	Merrifield	14	Live On-site
#000325	Jul 10, 2019	Regulatory	Medication Training	26	Heritage	20	Live On-site
#000327	Aug 1, 2019	Regulatory	Medication Training	26	Heritage	16	Live On-site
#000329	Sep 5, 2019	Regulatory	Medication Training	26	Heritage	19	Live On-site
#000339	Oct 3, 2019	Regulatory	Medication Training	26	Heritage	19	Live On-site
#000311	Jul 25, 2019	Regulatory	SIR Training	3	Heritage	8	Live On-site

ComplyTrack Training Type Definitions

Educational:

Facilitating learning or the acquisition of knowledge and skills

Prior Finding:

A trend or major finding on a previous internal or external review or audit

Regulatory:

Laws, rules, or regulations that come from federal, state, or local jurisdictions

Acronyms:

DBHDS: Department of Behavioral Health and Developmental Services

DMAS: Department of Medical Assistance Services

QA: Quality Assurance

SIR: Serious Incident Report

CSB Board Review of Outdated CSB Board Policy

Issue:

Regular review and update to identified CSB Board Policies

Background:

As part of the regular CSB Board policy review process, one CSB Board policy is being submitted to the CSB Board for review and recommendation. This policy, with recommended revisions received to date, will be submitted to the Board for final review and approval at the December 2019 CSB Board meeting. The policy for this review is:

- 0020 – Vision, Mission, Value Statement

Timing:

A copy of the Vision, Mission, and Values Statement posted on the CSB webpage at <https://www.fairfaxcounty.gov/community-services-board/about/vision-mission-values> is provided (Attachment C). This policy is presented in both edits recommended and edits applied versions. Following further review and comment by the CSB Board, this policy will be submitted to the CSB Board for final action at the December 18, 2019 CSB Board meeting.

Board Member

Sheila Jonas, Secretary to CSB Board

Related Documents: the current version of the policy may also be accessed via the [CSB Board Policies webpage](#)

- A. 0020 – Vision, Mission, Values Statement

Policy Number: 0020

Policy Title: Vision, Mission and Values Statement

Date Adopted: TBD

Purpose

To state the vision, mission and values of the CSB and the public process by which these will be accomplished.

Policy

The Fairfax-Falls Church Community Services Board defines its vision, mission and values as follows:

CSB Vision, Mission and Values

♦ **CSB Vision**

Everyone in our community has the support needed to live a healthy, fulfilling life.

♦ **CSB Mission**

To provide and coordinate a system of community-based supports for individuals and families of Fairfax County and the cities of Fairfax and Falls Church who are affected by ~~developmental delay, intellectual disability, developmental disabilities,~~ serious emotional disturbance (youth), mental illness and/or substance use disorders.

♦ **CSB Values**

In achieving our mission and vision, we value:

Respect for the people we serve.

Individual dignity and human rights protection are at the center of the CSB service philosophy. Each individual is involved in developing service plans which address ~~his/her~~their needs and preferences. Feedback from service recipients is encouraged to assess program strengths and areas for improvement.

Quality in the services we provide.

The CSB offers a comprehensive, ~~menu~~^[BE1] ~~of~~ preventative, and responsive services that meet the needs of ~~individuals who live in~~ the Fairfax ~~County~~ Falls Church community. Services are provided by qualified professionals using methods proven to achieve positive, measurable outcomes.

Accountability in all that we do.

The CSB recognizes its responsibility to the Fairfax [County Falls Church](#) community by striving to provide services to people with limited resources or complex needs in **an effective and efficient manner**. Policies and procedures are communicated and accessible to all individuals and organizations with whom we ~~workpartner~~, and process improvement is ~~anchored~~^[BB2] [insupported by](#) continuous data review.

Approved		
	Secretary	Date

Policy Adopted:	January 17, 1990
Policy Readopted:	July 27, 1994
Policy Readopted:	April 23, 1997
Policy Readopted:	March 28, 2001
Policy Readopted:	February 18, 2009
Policy Readopted:	March 25, 2009
Revision Adopted:	December 17, 2014
<u>Revision Adopted:</u>	<u>TBD</u>

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Approved

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 Policy Readopted: February 18, 2009
 Policy Readopted: March 25, 2009
 Revision Adopted: December 17, 2014
 Policy Readopted: TBD

Our Mission: What We Do

To provide and coordinate a system of community-based supports for individuals and families of Fairfax County and the cities of Fairfax and Falls Church who are affected by developmental disability, serious emotional disturbance (youth), mental illness and/or substance use disorders.

Our Values: What We Believe In

In achieving our mission and vision, we value:

Respect for the people we serve.

Quality in the services we provide.

Accountability in all that we do.



Our Vision: Where We Want to Be

Everyone in our community has the support needed to live a healthy, fulfilling life.



www.fairfaxcounty.gov/community-services-board



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