

FAIRFAX-FALLS CHURCH COMMUNITY SERVICES BOARD SERVICE DELIVERY OVERSIGHT COMMITTEE VIRTUAL MEETING

Anne Whipple, Chair

Wednesday, October 13, 2021, 5:00 p.m.

Will be held electronically due to the COVID-19 pandemic

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Meeting ID: [854 2925 4638](https://www.zoom.us/j/85429254638) • Passcode: 023831

MEETING AGENDA

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|-----------------------------------------------------|---------------|
| 1. Meeting Called to Order | Anne Whipple |
| 2. Roll Call, Audibility and Preliminary Motions | Anne Whipple |
| 3. Matters of the Public | Anne Whipple |
| 4. Amendments to the Meeting Agenda | Anne Whipple |
| 5. Approval of the August 11, 2021, Meeting Minutes | Anne Whipple |
| 6. Discussion of Workforce Challenges | Anne Whipple |
| 7. Associate Member Reports, Updates, and Concerns | Anne Whipple |
| 8. Staff Reports | Lyn Tomlinson |
| 9. Adjournment | Anne Whipple |

Meeting materials are posted online at www.fairfaxcounty.com/municipal/community-services-board/board/archives or may be requested by contacting Joseline Cadima at 703-324-7827 or at joseline.cadimasalvatierrade@fairfaxcounty.gov

**FAIRFAX FALLS-CHURCH COMMUNITY SERVICES BOARD
SERVICE DELIVERY OVERSIGHT COMMITTEE VIRTUAL MEETING MINUTES
AUGUST 11, 2021**

The Service Delivery Oversight Committee of the Fairfax-Falls Church Community Services 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 web conferencing platform 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 offered an opportunity to register for public comment during the 30 minutes prior to the meeting being called to order.

1. Meeting Called to Order

Committee Chair Anne Whipple called the meeting to order at 5:00 p.m.

2. Roll Call, Audibility and Preliminary Motions

PRESENT: **BOARD MEMBERS:** ANNE WHIPPLE (GREAT FALLS, VA), COMMITTEE CHAIR; DARIA AKERS (FAIRFAX, VA); ROBERT BARTOLOTTA (CITY OF FALLS CHURCH, VA); CAPTAIN DEREK DEGEARE (LOUDOUN, VA); SHEILA JONAS (ALEXANDRIA, VA); LARYSA KAUTZ (UPPER MARLBORO, MD); EDWARD ROSE (FALLS CHURCH, VA)

ABSENT: **BOARD MEMBERS:** SRILEKHA PALLE; DANIEL SHERRANGE

Associate Members in Attendance: Joanne Aceto and Michelle Lotrecchiano, MVLE; Kathy Baker, Ken Crum, and Lauren Goldschmidt, ServiceSource; Cathy Benn, Second Story; Sharon Denisar, Fairfax County Public Schools; Rikki Epstein, Arc of Northern Virginia; Lauren Peterson, Psychiatric Rehabilitation Services, Inc. (PRS); Susan Keenan, Community Living Alternatives; Cindy Koshatka, No. VA. Mental Health Foundation (NVMHF); Sean McGinnis, Hartwood Foundation; Lauren Peterson, Cri; Elaine Sommer, Northwest Center for Mental Health Advisory Board; Bill Taylor, Concerned Fairfax; Eleanor Vincent, Pathway Homes, Inc

Staff in Attendance: Deputy Director of Clinical Operations Lyn Tomlinson, Assistant Deputy Director of Community Living Treatment and Support Barbara Wadley-Young, Assistant Deputy Director of Acute & Therapeutic Treatment Services Georgia Bachman, Director of Individual and Family Affairs Michael T. Lane, Legislative Liaison Elizabeth McCartney, and Board Clerk Erin Bloom.

Committee Chair Anne Whipple conducted roll call, as identified above, to confirm that a quorum of Board members was present and audible. Committee Chair Anne Whipple passed the virtual gavel to Committee Co-Chair Sheila Jonas to make several motions required to begin 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 Board Member Larysa Kautz and passed unanimously.

Committee Chair Anne Whipple 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 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 video and web conferencing platform, that may be accessed via Meeting ID: 918 3465 0333 and Passcode: 223562. Motions were seconded by Board Member Robert Bartolotta and unanimously approved. Committee Chair Anne Whipple made a final motion 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 and unanimously passed, following the return of the virtual gavel to Committee Chair Anne Whipple.

Welcome and Introductions

Committee Chair Anne Whipple offered a welcome to the attendees, offered a brief background of her experience and noted that this was her first meeting as the Committee Chair.

3. Matters of the Public.

None were presented.

4. Approval of Minutes

Meeting minutes of the June 9, 2021, Compliance Committee were provided for review.

MOVED BY BOARD MEMBER EDWARD ROSE, SECONDED BY BOARD MEMBER DARIA AKERS TO APPROVE AGENDA ITEM NO. 5

AYES: BOARD MEMBERS: ANNE WHIPPLE (GREAT FALLS, VA), COMMITTEE CHAIR; DARIA AKERS (FAIRFAX, VA); ROBERT BARTOLOTTA (CITY OF FALLS CHURCH, VA); CAPTAIN DEREK DEGEARE (LOUDOUN, VA); SHEILA JONAS (ALEXANDRIA, VA); LARYSA KAUTZ (UPPER MARLBORO, MD); EDWARD ROSE (FALLS CHURCH, VA)

NOES: BOARD MEMBERS: NONE

ABSTAIN: BOARD MEMBERS: NONE

ABSENT: BOARD MEMBERS: SRILEKHA PALLE; DANIEL SHERRANGE

5. Return to Office/Onsite Employee Plans, Discussion of Associate Member Presentations

Lyn Tomlinson and Barbara Wadley-Young offered a brief overview of the agenda topic, noting that several speakers including Lori Bell, CSB Mental Health Manager for contracts and employment services and several current providers would provide further details.

- Ms. Bell reported that Behavioral Health Day Support & Employment services have remained open throughout the pandemic providing a total of 219 job placements at an

average of \$13.79/hour. The decrease from last year (280) was primarily attributed to unemployment that occurred at the beginning of the pandemic. Staff continues to provide services in the community/face-to-face and virtually as preferred by the job seekers. Joe Getch with PRS reported operations are 70-75% of pre-COVID levels with steady increases, further reporting that CRSP (Community Rehabilitation Support Program) is operating at pre-COVID levels.

- Ms. Bell also provided an update to DD (Developmental Disabilities) Employment & Day Support (EDS) programs reporting that all 23 contracted providers are open with limited capacity. Plans to build capacity are dependent on filling staff vacancies. The number of individuals served increased significantly in the 4th quarter of FY21, reporting the hope that the increase will continue into 1st quarter of FY22. Acknowledging the continuing challenges of working with Medicaid waiver transportation, efforts continue to improve the service including close collaboration between Transportation Coordinators, DD EDS staff and contract providers to manage issues and develop a plan to streamline the reopening processes.
- Lauren Peterson, with Cri, reported some sites opened, closed, and reopened from August 202 through March 2021 as COVID cases increased and decreased. Efforts to reach capacity are primarily based on staff availability and preference of the individuals. Current and ongoing COVID conditions and rates of new cases are closely monitored. Transportation challenges include reliability of service and van size related to behavior issues as well as lack of training in behavioral issues for van staff.
- Michelle Lotrecchiano, with MVLE, reported the reopening of Day services in May 2020 with some virtual volunteer activities and some virtual Employment & Day Services training activities in June 2020. There is a plan to reopen in Phase I on June 1, 2021, with abundant safety precautions and protocols in place. It was noted that the current census is 40% of individuals served in both Day and Employment Services. Transportation is also a challenge reporting that some families have stepped in to provide that service. Following a RIF (reduction in force) during COVID, there are significant efforts to rebuild capacity.
- Joanne Aceto, also with MVLE, confirmed that staffing and transportation are also significant barriers to supported employment. Additional impacts to Group Supported Employment (GSE) include the change in the minimum wage that required re-negotiation of contracts and smaller numbers of grouped individuals in accommodation of physical distancing. Individual Supported Employment (ISE) services was less impacted as this service continued throughout the pandemic for most of the vendors.
- Ken Crum with ServiceSource reported that Individual Supported Employment (ISE) services continued through the pandemic with in-person services resuming in Summer 2020 noting that referrals from CSB and DARS (Department for Aging and Rehabilitative Services) resulted in increased placements. Individuals working in Group Supported Employment (GSE) hired in commercial employment were laid off, while individuals employed through Ability One Federal contracts were considered essential and allowed to continue working if they chose to do so. The phased reopening of Day programs began May 2021 and was fully operational on July 1, 2021. Due to staffing limitations, the

service level is at 70% with ongoing and active recruitment. Safety protocols are in place and enforced. Efforts to vaccinate individuals working on federal contracts is ongoing. Plans for safety protocols for unvaccinated individuals are in development. Barriers for return-to-work efforts include transportation, documentation, and impacts from changes to COVID-19.

- Sean McGinnis with Hartwood Foundation provided an update to residential services noting that many of their individuals also have underlying health conditions. Approximately 50% of individuals have returned to work. Mr. McGinnis further reported transportation challenges, noting they are impacting residential services including a rejected proposal for the providers to supply transportation.
- Lauren Goldschmidt with ServiceSource reported that 220 individuals were served in FY2020 as the pandemic began. Ms. Goldschmidt was pleased to report an increase to 241 individuals served in FY2021 that was attributed to the positive and consistent efforts by the employment team and the resiliency of the individuals served.

Acknowledging that transportation is a primary and long-term concern, Ms. Tomlinson offered to partner with any interested community partners to address concerns with LogistiCare, the Medicaid waiver transportation vendor. Interested attendees were encouraged to reach out to Ms. Tomlinson directly.

Staff and client vaccinations were extensively discussed including incentives, potential mask and vaccination mandates, the impact of federal and state contracts, and voluntary vaccination disclosures.

Staff vacancies were widely acknowledged to be a significant barrier to re-opening by all attendees, further noting that recruitment from the same candidate pool impairs recruitment efforts. Mr. McGinnis reported efforts by the Northern Virginia Coalition of Service Providers a group of approximately 35 service providers who meet regularly to address comprehensive concerns including those reported at this meeting. Barbara Wadley-Young proposed that it may be beneficial to collaborate with the local universities to identify interns, paid interns, or graduates in related programs as a candidate pool. Ms. Wadley-Young encouraged attendees interested in collaborating on a virtual orientation or job fair working with universities to contact her directly for more information.

6. Discussions of Associate Member Presentations

This topic was included in the prior discussion.

7. Associate Member Reports, Updates, and Concerns

This topic was included in the prior discussion

8. Staff Reports

Lyn Tomlinson provided an update to county activities. Highlights included:

- The RFP for the Regional Crisis Call Center for the Marcus Alert has been released.
- Governor Northam visited the Arlington County CSB to announce an award of approximately \$485M to strengthen the Virginia Behavioral Healthcare System. Offering a reminder that some of the state psychiatric hospitals have closed to admissions, it is anticipated that approximately one half of the funds will be to support the state hospitals with the other half used to strengthen community behavioral health services. An update to the state hospital closures included notice that Catawba has opened to admissions with Western State and Piedmont opening Thursday, August 12th with limited admissions.
- The CSB received notification from DBHDS (Department of Behavioral Health and Developmental Services) that they were awarded 146 Medicaid Waivers.
- Reporting 118 current vacancies at the CSB, Ms. Tomlinson acknowledged that while there is recruitment for all vacancies, the focus is on the hard to fill positions including Developmental Disability Support Coordinators, Behavioral Health Case Managers, and licensed staff. An internal study for possible reclassification of these positions is in development with a goal of implementation in FY2023.
- Management of the resurgence of COVID includes a survey of clients that resulted in approximately 50% preferring telehealth service delivery and the other half preferring face-to-face services prompting a case-by-case determination.
- CSB efforts related to vaccinations include exploration of mandated vaccines by County Executive Bryan Hill at the request of the Board of Supervisors (BOS). Department of Health staff will be providing additional information on the vaccines to address vaccine hesitancy and to ensure current data is provided by staff to clients. Some of the residential programs have vaccines on hand for rapid delivery at request.

Elizabeth McCartney, Legislative Liaison, provided an overview of the recent General Assembly special session that convened Monday August 2, 2021, to discuss the allocation of \$4.3B that was awarded to Virginia through the American Rescue Plan Act (ARPA). Highlights included:

- The session adjourned with approximately \$1.1B unappropriated.
- \$485M was appropriated to strengthen the Behavioral Health System. A majority of the funds were appropriated to relieve pressures on the state mental health hospitals including for staffing and updates to the facilities.
- Other funds were appropriated for community-based services including:
 - \$5M for Permanent Supportive Housing to assist with the psychiatric bed crisis.
 - \$10M for crisis services including implementation of mobile crisis or crisis receiving facilities.
 - \$4M for implementing the Marcus Alert system of co-responder models.
 - \$10M for substance use treatment services, and
 - \$10M for additional substance use treatment services with suicide prevention efforts.
- Both chambers of the General Assembly passed their version of the Governor's recommendations, following which they were forwarded to Conference Committee. A six-month extension, through June 2022, of the Medicaid home and community service rate

increase of 12.5% was added to the Conference Report. The Governor signed the bill yesterday, effective immediately, August 24, 2021. Preparations have started for the 2022 session including identifying the CSB Board priorities that will be shared with the committees as they are finalized. Associate members were encouraged to forward feedback on priorities. It was also reported that the September CSB Board meeting will include a legislative session with invited General Assembly members and has been moved to September 29, 2021.

Michael T Lane provided an update to the *20th Annual Wellness and Recovery Conference, Pathways to Recovery*. The meeting is scheduled, virtually, on October 7, 2021. It was noted that there will be an increase in the number of speakers and workshops with no keynote speaker scheduled for this year. The Northern Virginia Mental Health Foundation will be assuming a smaller supportive role in 2022 with RPSV (Rehabilitative Program Services of VA) assuming a larger supportive role including management of the fiscal responsibilities at the end of this year. Attention was directed to the flyer included in the meeting materials.

The next meeting of the Service Delivery Oversight Committee (SDOC) is **October 13, 2021, at 5:00 p.m.** The meeting platform (in-person or virtual) will be determined as the meeting date approaches.

9. Adjournment

Board Member Daria Akers made the motion to adjourn the meeting at 6:27 p.m.

AYES: BOARD MEMBERS: ANNE WHIPPLE (GREAT FALLS, VA), COMMITTEE CHAIR; DARIA AKERS (FAIRFAX, VA); ROBERT BARTOLOTTA (CITY OF FALLS CHURCH, VA); CAPTAIN DEREK DEGEARE (LOUDOUN, VA); SHEILA JONAS (ALEXANDRIA, VA); LARYSA KAUTZ (UPPER MARLBORO, MD); EDWARD ROSE (FALLS CHURCH, VA)

NOES: BOARD MEMBERS: NONE

ABSTAIN: BOARD MEMBERS: NONE

ABSENT: BOARD MEMBERS: SRILEKHA PALLE; DANIEL SHERRANGE

Date Approved

Clerk to the Board