

CSB Fiscal Oversight Committee Meeting Minutes

Date: April 19, 2019
Attending: Chair, Basilio 'Sonny' Cachuela, Jr.; Jennifer Adeli; Gary Ambrose; Suzette Kern
Absent: Ken Garnes Bettina Lawton, and Edward Rose
Staff: Mike Goodrich; Lyn Tomlinson; Marta Cruz; and Robyn Fontaine
Guest: Thomas Marsh, student Eagle Ridge Middle School

Summary of Information Shared/Decisions:

Captain Basilio 'Sonny' Cachuela Jr. called the meeting to order at 9:01 a.m. following which, and in recognition of the guest, all attendees introduced themselves including name and association with the CSB.

During introductions, Donna Chittum, hired March 4, 2019 as CSB Recruiter, noted recent attendance, accompanied by CSB clinical staff, at several job fairs including events at Marymount University, George Mason University, and Fairfax County. Additional efforts to become familiar with the CSB include several site visits to determine needs and resources.

Review of meeting minutes

The March 15, 2019 meeting minutes were presented for review. Recognizing no revisions were forthcoming, Suzette Kern made a motion to approve the minutes as presented, which was seconded and approved.

Financial Status

Robyn Fontaine provided an overview the FY 2019 third quarter projections. Directing attention to the FY 2019 Notes included in the meeting materials, some notable changes were highlighted to include:

- There were no revenue adjustments and operating expenses remain on target.
- A change to Compensation and Fringe Benefits in response to an increase in hiring in December 2018 forward, as well as dual-encumbrances for ARTS (Addiction and Recovery Treatment Services, STEP-VA (System Transformation Excellence and Performance), and succession planning for impending retirements as well as hiring in anticipation of some new positions in July 2019.
- Acknowledging a drop in Year-End Compensation & Fringe Benefits projections related to dual encumbrances, approval is temporarily suspended for general requests, such as to manage vacancies, while analysis of further, anticipated dual encumbrances is completed.
- Noting unusually high leave payouts, approximately doubled from FY 2018, this was attributed to an increased number of senior-level retirements.
- It was confirmed that collections related to previously identified non-billable services are far more likely to impact the FY 2020 budget, clarifying that payments received this fiscal year are not expected to be received in time for June adjustments.

Administrative Operations Report

Mike Goodrich provided several updates to recent activities, including:

- Third Quarter Review submission to the Board of Supervisors remained unchanged, highlighting the adjustment to the \$600K originally set aside for mold-remediation at Crossroads.
- The testimony provided by three CSB Board members on April 11th, during the FY2020 Budget Public Hearings was very well-received.
- Mr. Goodrich highlighted several efforts for revenue maximization to include

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1. Communication with staff to clarify the need for accurate and up-to-date credentials *verified and entered into Credible*. Mr. Goodrich confirmed that Mr. Washington had spoken with Joe Mondoro, advising DMB of this situation and corrective efforts planned and taken.
 2. Also related to credentialing, changes were made to Credible, effective April 19th, that allows Case Management billing to be processed as QMHCM (Qualified Mental Health Case Management)
 3. Further Case Management billing concerns, related to ICM (Intensive Case Management), were reported as corrected and appropriately billed as of April 16th.
 4. Credentialing and Credible staff have been working diligently to ensure that credentialing has been verified and appropriately entered into Credible.
- Mr. Goodrich confirmed the report provided at the May Fiscal Oversight Committee will be expanded to include the revenue impact.

Human Resources (HR) Update

Marta Cruz reported the number of Vacant General Merit Positions decreased to 102. Noting an overall decrease in the number of Critical Area Vacancies, some recruiting efforts were highlighted, including:

- Due to the difficulty in hiring licensed youth providers, CSB Recruiter, Donna Chittum will be meeting with Youth and Family leadership to strategize solutions.
- Recruiting will begin soon for the DDS (Developmental Disability Specialist) III Support Coordination Trainer position.
- It was confirmed that the three BHS (Behavioral Health Specialist) II vacancies are in the ADC (Adult Detention Center) on the Jail Diversion team.
- Offering a reminder that the QA (Quality Assurance) Manager had recently started, it was reported that interviews for the Compliance Coordinator position would start soon. Ms. Cruz further noted that the decision to reclassify the position and allow time for the candidate to obtain the required certifications post-hire resulted in a larger pool of candidates.

Clinical Operations Report

Lyn Tomlinson provided updates to Diversion First and Time to Treatment, highlights include:

- Noting the importance of hiring at the ADC, it was decided to provide the Jail Based Services Organizational Chart monthly to clearly illustrate the staff positions including the two current vacancies the recruitment ad for which closed April 12th. Discussions are underway for modifying the hiring process, including orientation, to include CSB and Jail Staff/Deputies.
- A chart providing Emergency Services Wait Times at the MCRC was provided, noting that the data does not include the overnight hours. Recognizing that the chart illustrates minimal response times, efforts will be made to duplicate efforts, where appropriate, in an effort to reduce wait times for other CSB services. *Ms. Tomlinson will investigate if there is a 'best practice metric' for Emergency Services Wait Times and report back to the Committee.*
- Ms. Tomlinson reported that recent efforts to finalize arrangements with INOVA to provide Medical Clearances at the MCRC have been unsuccessful. As alternative processes are being identified and reviewed the Committee will receive regular updates.
- Highlights from the Time to Treatment report included clarification that the bar charts illustrate the number of people waiting, while the ball graphs illustrate the average number of days through March. Further highlights included:
 - Adult Time to Treatment; highlighting that 105 people were waiting for IOP (Intensive Outpatient) services, noting there were 134 people waiting two weeks previously. This

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improvement is attributed to several changes including limiting response time to 10 days for treatment outreach efforts and modifying treatment schedules.

- Youth Time to Treatment; reporting overall improvement in wait times, it was noted that this time of year is typically the busiest time for referrals. Ms. Tomlinson confirmed that while the youth age is considered seven to 23, the usual age range is 12 – 18 years of age.

Miscellaneous

- It was confirmed that discussion for the nomination for a new Fiscal Chair would take place at the May Fiscal meeting.
- Captain Cachuela announced that the June 21, 2019 Fiscal Oversight Committee meeting had been moved to meet at the Merrifield Center, Room 1-308 A/B at 9:00 a.m.

Noting no further discussion was forthcoming, the meeting was adjourned at 10:04 a.m.

Action Items/Responsible Party Required Prior to Next Meeting:

Ms. Tomlinson will investigate if there is a 'best practice metric' for Emergency Services Wait Times and report back to the Committee.

Related to the Emergency Services Wait Times discussion, the Board Clerk will forward an article written by Pete Earley to the Committee.

Issues to Communicate to CSB Board:

Agenda Items for Next Meeting:

Fiscal Oversight Committee meeting

Friday, May 17, 2019, 9:00 am. Pennino Building, 12011 Government Center Parkway, Suite 836A, Fairfax, VA.

Date Approved

Staff to the Board