

CSB Fiscal Oversight Committee Meeting Minutes

Date: January 17, 2020

Attending: Chair, Jennifer Adeli; Captain Derek DeGeare; Ken Garnes; Bettina Lawton, and Edward Rose

Staff: Daryl Washington, Jessica Burris, and Lyn Tomlinson

1. Welcome and Introductions:

The meeting was called to order at 9:30 a.m., following which, new Committee member Captain Derek DeGeare, representing the Sheriff's Office, was welcomed to the Committee.

2. Review of meeting minutes

The December 13, 2019 meeting minutes were offered for review. Recognizing no revisions were forthcoming, Bettina Lawton made a motion to approve the minutes as presented, which was seconded and approved.

3. Administrative Operations Report

Daryl Washington provided an overview of recent operational activities, highlights for which include:

- A brief overview of the ongoing challenges with Credible, the CSB Electronic Healthcare Record (EHR) was provide. Highlights include:
 - It was acknowledged that Credible did not meet the self-imposed deadline of December 31, 2019 for operational repairs.
 - Efforts are underway to confirm a date in late February for a face-to-face meeting between the Executive Directors of the 25 Virginia CSBs who use Credible and the Credible CEO, who had declined a prior invitation.
 - Noting several long-term solutions are in consideration, regular reports will be provided to the Committee and Board emphasizing the need for flexible decision making as opportunities and solutions develop.
 - Mr. Washington, confirmed that while Credible responds to regularly occurring problems, i.e. slowing, latency, interruptions in service, etc., they remain slow to respond and to appropriately and efficiently implement critical global corrections.
 - Mr. Washington confirmed primary goals have been identified as 1) the Ashburn site is fully and stably operational and 2) implementation of a data site for secure data storage in Fairfax. Jerome Newsome is working with DIT to determine the needs and parameters of this project. There were several important, but less critical needs, identified as well.

A robust discussion of activities and expectations ensued, during which Mr. Washington confirmed that regular updates would be provided to the Committee.

4. Clinical Operations Report

Lyn Tomlinson provided several updates some highlights of which are provided below:

A. *Diversion First:*

- Noting the organizational charts provided in the meeting materials, *Jail Based* and *Jail Diversion* vacancy numbers were highlighted, noting that hiring packets for the

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Behavioral Health Nurse and the Peer Support Specialist positions, respectively, have been submitted, noting that active recruitment efforts continue.

- *Court Services*, this new chart illustrates the management of these positions, noting that two staff conduct on site assessments, eliminating the need for transportation to Merrifield. It was clarified that assessments can be conducted for the court dockets as well as at the jail as needed.

B. *Time to Treatment*

- Lyn Tomlinson directed attention to the Time to Treatment handout, highlighting the following:
 - *Youth Outpatient*, with the exception of Merrifield that has experienced staff turnover, the minimum and median number of days are within acceptable expectations.
 - A reminder was offered that while the maximum number of days is too high, the numbers can be affected by even a single individual or family who have repeatedly missed scheduled first services (outliers). Additional and ongoing outreach efforts will be made.
 - Recognizing that appointment no-shows may inaccurately reflect the time to treatment data, efforts are underway to refine the data to filter no-show appointments.
 - *Adult Outpatient*, it was noted that both Gartlan and Merrifield are direct scheduling, i.e. no delay for scheduling first service.

5. Financial Status

Jessica Burris provided the financial report, to include:

A. *Pay Period Metrics Report*

- Pay period 25 is slightly above target and continues to be primarily attributed to non-merit psychiatrist pay and holiday overtime.

B. *Modified Fund Statement*

- Distributing a revised Modified Fund Statement and Fiscal Notes, it was confirmed that the Actuals reflected the first six months (through December) of FY 2020, further confirming updated revisions to the Projections for FY2020.
- There is a shortfall of approximately \$1.8M related to the decrease in Medicaid revenue that is partially offset by an increase in revenue of approximately \$400K attributed to revenue maximization efforts.
- The cumulative deficit of approximately \$3.9M in Compensation & Fringe is consistent with prior forecast totals, noting that the final insurance enrollment figures for 2020, that indicate a cost savings, are included. It was confirmed that a Vacancy Breakeven Point (VBP) of 70 will be used in the projections for the remainder of FY2020.
- The budget realignment details have been forwarded to DMB (Department of Management and Budget). It is expected that the transfer of approximately \$3.9M from Operating to Compensation & Fringe will be processed in time to impact the February Fiscal Committee reports.

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C. *Revenue Analysis*

- Noting a shortage of approximately \$200K from the December target, this is primarily attributed to the billing business process that is consistently reviewed and refined to achieve more efficient billing procedures.

D. *Revenue Maximation - Non-Billable Summary*

- The tremendous decrease in Services Not Authorized (December) was highlighted. The increase in LMHP-Type No Credential was also attributed to the delay in billing as errors were identified and corrected. A reminder was offered that some services would remain Non-Billable.

6. Human Resources (HR) Update

Daryl Washington and Lyn Tomlinson provided Human Resources update, including the following:

- A. Noting the CSB Budget Vacancy Breakeven Point is 70, it was reported that the current number of vacancies is 79.
- B. Critical Vacancies were updated to six in Emergency Services and 12, if all offers are accepted, for Support Coordination. It was noted that substantial hiring efforts by recruiter Donna Chittum include Realistic Job Previews advertised to agency staff and through LinkedIn resulting in the submission of seven new hiring packets with four more anticipated the next week for Support Coordination. Noting the success of these efforts, Realistic Job Previews will also be scheduled for jail positions.

7. Agency Updates

News Channel 5 is currently filming a Project Revive training at the Reston North West Center. A reminder was offered that attendees are trained in opioid overdose response including the distribution of Narcan/Naloxone, in collaboration with the Chris Atwood Foundation, at the completion of the training.

Second round interviews for the vacant Deputy Director of Administrative Operations position concluded the previous day.

Noting no further discussion was forthcoming, the meeting was adjourned at 10:47 a.m.

Action Items/Responsible Party Required Prior to Next Meeting:

The term dates of the Credible contract will be provided, including any contract modification and negotiation timeline.

Issues to Communicate to CSB Board:

Agenda Items for Next Meeting:

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Next Scheduled Fiscal Oversight Committee meeting

Friday, February 21, 2020, 9:30 am

**Pennino Building, 12011 Government Center Pkwy, Fairfax, VA
Suite 836A**

February 21, 2020

Date Approved



CSB Clerk to the Board