

**FAIRFAX FALLS-CHURCH COMMUNITY SERVICES BOARD  
EXECUTIVE COMMITTEE MEETING MINUTES  
JANUARY 17, 2024**

The CSB Executive Committee met in regular session at the Sharon Bulova Center, 8221 Willow Oaks Corporate Drive, Level 3, Room 3-314 West, Fairfax, VA 22031

**1. Meeting Called to Order**

Committee Chair Dan Sherrange called the meeting to order at 4:04 PM.

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

**PRESENT:**       **BOARD MEMBERS:** COMMITTEE CHAIR DAN SHERRANGE; BETTINA LAWTON; CLAUDIA VOLK; ANDREW SCALISE; EVAN JONES

**ABSENT:**       **BOARD MEMBERS:** CAPTAIN DANIEL WILSON

**Also present:** Executive Director Daryl Washington, Deputy Director of Community Living Barbara Wadley-Young, Deputy Director of Administrative Operations Jean Post, Deputy Director of Clinical Operations Abbey May, Director of Quality Improvement Joan Rodgers, Healthcare Systems Director Jennifer Aloj, and Board Clerk Sameera Awan.

**3. Matters of the Public**

None were presented.

**4. Amendments to the Meeting Agenda**

The meeting agenda was presented for review, and no amendments were made by the Consensus of the Committee. The meeting agenda was approved.

**5. Approval of the Minutes**

The minutes of the Executive Committee Meeting held on December 13, 2023, were presented for review and revision. Subsequently, Committee Member Bettina Lawton suggested revising the term "Mental Block Grant" to "Mental Health Block Grant" under Agenda Item #6, which pertains to the Directors Report. Additionally, she recommended changing "Architectural Review Board (ARB)" to "American Rescue Plan Act of 2021 (ARPA)."

**Deputy Director of Clinical Operations Abbey May** noted a correction under Agenda Item #6, specifically within the Directors Report on page #5.2 regarding "Director of Clinical Operations Abbey May". It should be amended to read "Opioid Task Force" instead of "Open Task Force."

**Executive Director Daryl Washington** suggested to the Chairman that, considering the number of changes, it might be worthwhile to postpone the minutes until the next meeting. This would allow Daryl's team to thoroughly review the minutes and return with a more refined version.

**Committee Chair Dan Sherrange** agreed with the suggestion, stating, "He is fine with that." Consequently, the decision was made to table the minutes until the February meeting.

## **6. Compliance Committee Update**

**Director of Quality Improvement Joan Rodgers** provided information on the CSB Board Audit Report, the CSB Board CAP Report, and the CSB Annual Training Data. She conveyed that the CSB underwent two unannounced external audits, one conducted by Kaiser and the other by the Department of Behavioral Health and Developmental Services (DBHDS), delving deeper into the details. The Office of Compliance and Risk Management staff, overseen by Joan Rodgers, conducted or supported a total of 61 separate audit activities during the fiscal year, focusing on 360 records. All these activities were associated with quality reviews and program monitoring. Seven internal audits were conducted in December, reviewing seven programs and 31 records. Overall, the majority of the audits demonstrated a high level of compliance in terms of record accuracy. In this context, accuracy refers to authentic documents in the records for review, ensuring they include correct information and the necessary data points. The required documentation supports billing, on-time presence, individualized service plans, service plan reviews, signed forms by the individuals served, and case management notes. Items found out of compliance were considered low risk, meaning they do not significantly impact the health or safety of the individuals served and do not necessitate lengthy billing corrections. An example provided was a non-billable case coordination issue. Trends identified with low frequency of risk in the findings included the need for more specific person-centered individualized service plans with clear goals and outcomes.

Additionally, uploaded documents, such as assessments and physical exams, needed to be included. To address this, the Records Management Team is actively working on a task to assist programs in resolving the uploading issue, including retraining staff on uploading documents and clarifying the entire process. Joan provided information on the unannounced audit conducted by DBHDS in Assisted Community Residential Services, Supported Living programs, and Support Coordination. The audit found that clinical records were in good condition. However, the focus was on strengthening root cause analysis thresholds at the program level. The auditors emphasized the importance of having documented thresholds for root cause analysis at the program level, similar to what is established at the agency level.

Additionally, the audit highlighted the requirement for quality improvement plans with measurable goals and objectives at the program level. While the agency has a quality improvement plan, the auditors emphasized the need for programs to develop improvement plans specific to their operations, with associated measurable goals and objectives. The Office of Compliance and Risk Management staff assists programs in addressing these areas. Action plans related to Agenda Item #6.2 provide further details. In the incident reporting section of the agenda package (Item Custom ID 5281), it was noted as pending, but Joan clarified that it was accepted and closed on January 12<sup>th</sup>, after the report submission for the agenda package. Despite the discrepancy in the chart, the incident was appropriately addressed. Joan also commended the staff for their thoroughness and efficiency in submitting incident reports, acknowledging the challenges in balancing care provision and subsequent paperwork.

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

**Executive Director Daryl Washington** provided an overview of the discussions of the Virginia Association of Community Services Board (VACSB). He noted that the General Assembly is currently in session, and bills are being submitted until the end of the week. Daryl highlighted the trend of bills addressing the ongoing Psychiatric Hospital Bed Crisis. Some bills include Law Enforcement, State Hospital Discharge Planning, and pre-screening. Concerns were raised regarding discharge planning bills that may impact on the department's involvement in the process, potentially excluding them. There is also a focus on creating special programs related to temporary detention orders, raising concerns about potential exclusion from the decision-making process. On a positive note, VACSB proposed budget amendments to secure additional funding for CSBs and workforce development. Daryl mentioned collaboration with a supportive patron for these funding bills. The governor's introduced budget includes positive elements, such as investing in CSBs to address salary gaps and creating waiver slots to eliminate the Priority One Waitlist. The funds for this initiative are expected to begin in FY25, starting July 1 of the following year. Additionally, the budget aims to strengthen Crisis Services, with details on fund distribution yet to be finalized. Daryl highlighted the need for time to strategize how Fairfax and Region 2 can enhance the crisis continuum in line with the forthcoming budget allocations.

**Deputy Director of Administrative Operations Jean Post** shared that in addition to the city's enhancement of Crisis Services in the governor's budget, there is a two-year plan to eliminate the Priority One Waiver Waitlist, allocating \$150 million over two years. Another initiative involves expanding permanent supported housing, with a budget of \$30 million. While the distribution of funds in these areas is yet to be determined, further details about their planning efforts will be provided in the future. The focus is also on addressing Administrative Operations needs to support program enhancements, which have yet to receive regular attention as programs expand. Cross-agency collaboration is underway to examine best practices in Administrative Operations across various agencies. Jean highlighted the progress of the Board of Supervisors (BOS) priority for Youth Medication Assisted Treatment (MAT) Service and Youth Mental Health Outreach and Engagement and Intervention Program. Eighteen positions have been created, and active recruitment is currently in progress. The target start date for leadership training enhancements is late March. Jean received a proposal for manager training, and a contractor is being considered to provide these sessions. Lastly, efforts are underway to track and retain bilingual staff through a partnership with George Mason University and its Honors College. Spring students are working to identify strategies other employers in the region use to attract and retain bilingual staff. Currently, Fairfax County provides a foreign language skills stipend of up to \$1,300 per year for full-time bilingual staff, but there is recognition that this may not be sufficient. The collaboration between CSB and George Mason is a success, with the Department of Human Resources (DHR) expressing excitement about this cross-agency initiative and interest in participating.

**Deputy Director of Clinical Operations Abbey May** provided updates on the \$15 million allocated for the Crisis Receiving Center is being explored for potential facilities, considering the feasibility of having both Youth and Adult sections in the same facility. While the available commercial real estate has been limited, they are narrowing down options. The regional office is

set to reissue the RFP (request for proposal) for the Youth Crisis Receiving Center Detox Program in February. The Department of Human Resources has made significant progress in establishing positions for the Youth Behavioral Health Expansion and conducting interviews for manager and supervisor roles. Offers for these positions are expected in the coming weeks. Space locations for Outreach Engagement Teams are being finalized, with plans for locations in Hybla Valley, James Lee, and the Herndon Neighborhood Resource Center. The overnight Mobile Crisis Unit, part of Marcus Alert funding, is anticipated to start operating twice weekly in February, ramping up to seven days a week. A site visit for the CSB Board to the Detox Residential Services is scheduled for January 30<sup>th</sup> at 3:00 PM. Additionally, Supervisor Storck's office requested a Sharon Bulova Center tour with Deputy Directors Barbara Wadley-Young and Abbey May on January 25<sup>th</sup> from 11:00 AM to 1:00 PM.

**Deputy Director of Community Living Barbara Wadley-Young** provided updates, referencing Daryl Washington's communication on the Statewide Reduction of the Priority One Waiver Waitlists. The CSB has initiated preliminary outreach to the state and has scheduled a meeting in early February with the Assistant Commissioner of DD (Developmental Disability) Services and a DMAS (Department of Medical Assistance Services) representative to discuss pressure points and a preliminary assessment involving 70 positions for the Support Coordination team. This significant increase in staffing poses logistical challenges, including system capacity and increased billing responsibilities for providers. Discussions with the Department of Family Services (DFS) will occur to address the impact on Medicaid eligibility determination.

Regarding the permanent supportive housing expansion initiative, Pathway Homes secured an RFP award to establish another ACT (Assertive Community Treatment) team and collaborates with the CSB on location and need. The state allocated 50 slots for Pathway Homes to house the ACT team's clients. Negotiations are underway to extend similar support to individuals in existing ACT teams and intensive supervised living programs. Dr. Wadley-Young also highlighted ongoing collaboration on a survey involving Neighborhood Community Services, CSB Service teams, Informatics, and the Communications team. The survey aims to gather feedback from virtual telehealth service recipients, exploring their preferences and experiences to shape ongoing service provision.

## **B) Healthcare Record Update**

**Healthcare Systems Director Jennifer Aloï** shared details about the ongoing implementation related to the Corporate Data Warehouse (CDW). She noted that text messages are configured for Dr. Wadley-Young to demonstrate the CDW in action. The county-wide process involves inputting a script-like program into a service and sending SMS texts. Notably, the service uses the term "STOP" as its endpoint for opting out. Compliance with regulations requires using the same term, causing a challenge when individuals wish to opt out of surveys, text messages, or appointment reminders. The team is now integrating the entire service's "STOP" data into the Data Warehouse to address this. This process enables flagging them appropriately for surveys or appointments, facilitating the opt-out procedure. Jennifer emphasized that this functionality showcases the Data Warehouse's capabilities and efficiency. While currently undergoing testing

it eliminates the need for a highly manual process and streamlines compliance with regulations that mandate using the term "STOP."

## **8. Review of the January 24, 2024, CSB Board Meeting Agenda**

**Committee Chair Dan Sherrange** requested that Legislative and Grants Analyst Elizabeth McCartney be included as a presenter on the agenda for the January CSB Board meeting. He specifically asked Elizabeth to provide a brief legislative update during the session. Additionally, Dan proposed three key points to be discussed under the "Directors Report." The first point pertains to Youth Services, addressing these matters and updating on the progress in that area. The second point is to focus on Crisis Response initiatives and how the organization is actively engaged. Lastly, the third point should pertain to the DD Waiver issue, and the aim is to receive an update on its current status. Dan expressed the importance of quickly addressing these points to ensure the entire board is well informed about the organization's progress and key focus areas that are significant to the community. Dan additionally requested that the Electronic Health Record not be discussed at this time. He proposes removing it from the agenda until there is a concrete update, and the matter can be revisited when substantive developments occur.

## **9. CSB Board Annual Planning Calendars**

**Committee Chair Evan Jones** shared his observation of a new Samsung Galaxy phone feature that offers live real-time interpretation for 15 languages. While acknowledging that the feature may still need to be prepared for prime time, Evan reflected on its potential benefits. He noted instances within the organization where individuals required an interpreter or had a question, but the availability of an interpreter for the needed language was a challenge. During a moment of inspiration, Evan contemplated the possibilities and believed this technology could be a valuable and cost-effective resource and is inspired by the possibilities it may offer.

**Committee Chair Dan Sherrange** raised one final point about the schedule for Agenda Item #9.1, regarding the 2024 CSB Board and Committee Meetings. He noted that the Executive Committee Meeting, initially set for June 19, 2024, will now take place on June 20, 2024, due to Juneteenth being observed as a holiday. To streamline participation, Dan proposed holding both the Executive Committee Meeting and the Fiscal Oversight Committee Meeting on the same day. The suggested timing is 4:00 PM for the Executive Committee Meeting and 5:15 PM for the Fiscal Committee Meeting, ensuring the involvement of most participants. He sought the group's consensus on this adjustment, emphasizing the convenience of avoiding a holiday meeting. This arrangement would allow for a shared discussion of certain matters, and Dan encouraged anyone able to stay for both meetings to do so.

## **10. Matters of the Executive Committee**

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

Service Delivery Oversight Committee Chair Evan Jones provided updates on the committee. He shared that a longstanding goal of the board is the focus for this year – revitalizing community participation in the committee. The aim is to restore it to its

previous robust state, particularly before the COVID era. To achieve this, two planning meetings have been held to explore various strategies to enhance interaction with service providers and those receiving services. A structured plan has been developed, with increased communication being a key feature. The committee plans to send out a minimum of two reminders a week before each meeting to individuals on the list, and this list will be expanded throughout the year. Personal invites will also be extended, particularly to kickstart the initiative. A new section will also be introduced where four to five providers will give a 5-minute update. The hope is to boost attendance, encourage more dialogue, and create a more robust and informative experience for everyone involved. The committee is actively working on implementing these changes. **The next Service Delivery Oversight Committee meeting is Wednesday, February 14, 2024, at 5:00 PM.**

**B. Compliance Committee:**

Compliance Committee Chair Dan Sherrange had no updates or information to share from the January 2024 meeting. **The next meeting of the Compliance Committee will be held on Wednesday, February 21, 2024, in conjunction with the Executive Committee meeting starting at 4:00 PM.**

**C. Fiscal Oversight Committee:**

**Fiscal Oversight Committee** Oversight Committee Chair Claudia Volk mentioned that the committee has already covered some of the discussed topics. The budget is being closely monitored due to the previously addressed issues. Claudia also highlighted Jean Post's mention of the training and the significant role management and supervision play in personnel retention at the CSB. Jean discussed the implementation of contracts to oversee training and address this concern. The committee has addressed the Priority One Waitlist and emphasized the importance of Housing Units. One aspect yet to be discussed is the examination of the actual utilization of Substance Abuse beds, as there appears to be some excess capacity. Monitoring this utilization has become a focal point for the committee. **The following Fiscal Oversight Committee meeting is Thursday, January 18, 2024, at 4:00 PM.**

**11. Adjournment**

A motion to adjourn the meeting was made by Committee Chair Dan Sherrange and seconded by Committee Member Bettina Lawton. The motion was approved unanimously, and the meeting was adjourned at 5:46 PM.

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Date Approved

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Clerk to the Board