

**FAIRFAX FALLS-CHURCH COMMUNITY SERVICES BOARD
EXECUTIVE COMMITTEE MEETING MINUTES
MARCH 20, 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; ANDREW SCALISE; EVAN JONES; CAPTAIN DANIEL WILSON

ABSENT: **BOARD MEMBERS:** BETTINA LAWTON

Also present: Executive Director Daryl Washington, Deputy Director of Clinical Operations Barbara Wadley-Young, Deputy Director of Clinical Operations Abbey May, Deputy Director of Administrative Operations Jean Post, Director of Healthcare Systems Jennifer Aloï, Chief Financial Officer Elif Ekingen, Director of Quality Improvement and Compliance Joan Rodgers 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

February 21, 2024, Executive Committee Meeting Minutes were provided for review; no amendments were made.

MOTION TO ADOPT FEBRUARY 21, 2024, MEETING MINUTES WAS MOVED BY COMMITTEE MEMBER ANDREW SCALISE, SECONDED BY COMMITTEE MEMBER EVAN JONES.

MOTION TO ADOPT WAS APPROVED BY CAPTAIN DANIEL WILSON, ANDREW SCALISE, EVAN JONES AND DAN SHERRANGE.

6. Compliance Committee Update

Director of Quality Improvement Joan Rodgers provided information on the CSB Board Audit and the CAP Reports, along with the status of CSB Annual Training. In February 2024, 9 internal

audits were conducted for monitoring purposes, encompassing 90 technical records across 7 program areas. Additionally, 78 audits have been conducted and supported thus far, with 500 records reviewed this fiscal year. The areas audited in February included New Generations, Intensive Outpatient Services, Adult Mental Health Case Management, Wellness Circle, and Youth Mental Health Outpatient Services. Regarding serious incident reporting, 17 incidents were reported in February 2024; however, nothing unusual or systemic warrants significant attention. The annual 2023 training period closed on January 31, 2024. As of a week and a half ago, data indicated a 1% completion compliance rate for the 2023 period, with managers and supervisors working with meeting staff to address the 9% completion rate for licensed programs. A significant portion of outstanding completions are likely attributed to individuals on FML, a trend observed in the previous year.

7. Director's Report

Executive Director Daryl Washington mentioned that several advisory councils throughout the county are ongoing, and some are seeking increased representation from the Community Services Board. Specifically, the Affordable Housing Advisory Council (AHAC) and the Consolidated Community Funding Advisory Committee (CCFAC) are two such councils requesting standing Community Services Board representation. While he does not have specific details regarding the frequency of AHAC meetings, he noted that CCFAC meets every other month, typically for about an hour and a half per meeting.

Committee Chair Dan Sherrange suggested that the topic be raised at the upcoming CSB Board meeting next week, proposing to bring it before the CSB Board members to identify potential volunteers.

B) Cyber Security Breach

Director of Healthcare Systems Jennifer Aloï disclosed that Change Healthcare, a company owned by Optum and United Healthcare, encountered a substantial cybersecurity breach on February 21, 2024. This incident is regarded as one of the most extensive breaches in the healthcare industry. The group behind this attack, identified as Black Hat previously targeted MGM casinos in Michigan and carried out a ransomware attack on Change Healthcare. This breach also impacts the CSB, as Credible and numerous other Electronic Health Record (EHR) systems rely on Change Healthcare as a middleware. Although the impact on the CSB is minimal, immediate downtime procedures have been implemented. The CSB is actively monitoring the situation and working closely with its cybersecurity team, HIPAA Privacy Officer, and information security team to ensure all pertinent information is collected. Although Change Healthcare has partially restored some systems, they remain incomplete in their functionality. Potential impact areas have been identified, encompassing real-time batch eligibility, revenue cycle, lab orders, clinical decision support, and electronic prescribing. However, due to the complexity of data processing, the effects may vary. For example, while electronic prescriptions may have been affected in their transmission to pharmacies, lab orders may have been processed correctly but encountered issues with result delivery.

Chief Financial Officer Elif Ekingen addressed the Medicaid payments segment, which is crucial for the CSB's revenue cycle amidst the breach's impact. CSB's revenue stream from the state remains stable, constituting 34% of total revenue, with payments from the Department of Medical Assistance Services (DMAS) unaffected. However, Medicaid payments through MCOs (Managed Care Organization), notably United Healthcare, face disruption, comprising less than 8% of total revenue but significant within the MCO payments, constituting 55% of revenue year-to-date. Despite United Healthcare's system downtime, potential losses from delayed payments, averaging \$250,000 monthly, are mitigated by compensation arrangements and manual interventions. While initial hitches were noted with other payers, such as Molina and Anthem, corrective measures have been taken, with payments now in progress. Continuous monitoring ensures timely payments from all MCOs, including United Healthcare, with updates forthcoming for the CSB Board. While cautious vigilance persists, the current impact is not a cause for alarm.

Director of Healthcare Systems Jennifer Aloï discussed the impacts on CSB operations. Due to data reliability issues previously managed by Change Healthcare, real-time and batch eligibility processes shifted to Allscripts and Payerpath. Despite concerns, claims were rerouted through alternative portals, with Aetna and Kaiser claims redirected from March 1st and Molina's from March 14th. Collaboration with the Revenue Management Team (RMT) ensured manual claims processing when necessary. Revenue collection from United Healthcare via Fire and Rescue faced challenges due to policy constraints. Lab orders transitioned to faxed transmission, followed by a thorough reconciliation process to verify order integrity. Fortunately, clinical decision support functionality was unused and unaffected. For e-prescriptions, proactive steps were taken, including compiling scripts into PDFs for manual transmission alongside electronic submission attempts. Communication with pharmacies ensured alignment on dual transmission methods, minimizing disruptions. Overall, these efforts aimed to maintain CSB operations amidst the breach.

C) Youth Services and Crisis Response Centers

Deputy Director of Clinical Operations Abbey May provided an update on the hiring progress for the Youth Mental Health Outreach and Engagement and Youth Medication Assisted Treatment (MAT) programs. The focus has been on extending offers to the management team and conducting interviews for clinical staff. These teams are expected to start operating by spring 2024. Partnerships have been formalized with Neighborhood Community Services (NCS) through signed memorandums of understanding. Plans are underway to co-locate the Youth Outpatient teams within the community and provide presentations for their staff. This collaborative approach, utilizing existing vendors and partnerships, has proven beneficial. The overnight mobile crisis services began in February, and operations are planned to expand to seven days a week by April 2024. Additionally, the team is continuing to explore facility options. Two facilities, one for the Adult Crisis Receiving Center and a range of associated services, are being considered for the longer-term plan. Two potential buildings are being evaluated for this purpose.

Additionally, plans are progressing as scheduled for Connections to take over the Chantilly Crisis Receiving Center.

D) FY 2025 Budget

Executive Director Daryl Washington provided updates on ongoing county processes, noting that there haven't been any budget Q&A sessions and no current requests for additional funds. The state budget has been submitted to the governor for approval after the adjournment of sessions and awaiting the outcome. While everything was retained from the budget, new initiatives have yet to progress, and additional resources may be forthcoming upon approval. The third-quarter recommendations include the proposal for seven new Support Coordinator positions, which are now open for public input and review.

Deputy Director of Community Living Barbara Wadley-Young shared details on initiatives outlined in the governor's budget to enhance Crisis Services. Additionally, a two-year plan aims to eliminate the Priority One Waiver Waitlist, with an allocation of \$150 million over the specified period. Another initiative involves the expansion of permanent supported housing, with a budget of \$30 million. Although the distribution of funds for these endeavors is pending, additional information regarding planning efforts will be forthcoming.

Executive Director Daryl Washington announced the date for the CSB's annual Spirit of Excellence Awards, scheduled for June 6, 2024, at 9:00 AM at the Government Center. Refreshments will be provided in the atrium, followed by the awards ceremony.

8. Review of the CSB Board March 27, 2024, Agenda

Committee Chair Dan Sherrange requested that Action Item #7, which pertains to the Director's Report, be updated. Specifically, he asked to remove the Legislative Update and its replacement with the Cyber Security Breach. Additionally, Action Item #8 concerning the Matters of the Board was to be updated. He requested to include two new talking points: the first one being the representation of the Affordable Housing Advisory Council (AHAC) and Consolidated Community Funding Advisory Committee (CCFAC) on Other Boards, and the second one being the Testimony to the Board of Supervisors.

9. CSB Board Annual Planning Calendar

The CSB Annual Planning Calendar was reviewed, and no recommendations were offered; the calendar was accepted as presented.

10. Matters of the Executive Committee

A. Service Delivery Oversight Committee:

SDOC Committee Chair Evan Jones presented committee updates, noting the committee's focus on increasing attendance and participation, particularly from associate members. Recognizing the need for enhanced communication, Evan mentioned sending three or four reminders to the community partners' list. Despite potential outdated contacts due to pre-

COVID circumstances, the last meeting saw a promising attendance of 40 participants. He expressed optimism about maintaining this momentum to achieve self-generating and more robust participation. The meeting was deemed relatively robust, featuring discussions, with the legislative aspect being a highlight. Evan suggested exploring the DD waiver issue, emphasizing the importance of involvement in executing the initiative. **The next Service Delivery Oversight Committee meeting is Wednesday, April 10, 2024, at 5:00 PM.**

B. Compliance Committee:

Compliance Committee Chair Dan Sherrange noted that Director of Quality Improvement Joan Rodgers presented the CSB Board Audit Report, the CSB Board CAP Report, and the CSB Board Annual Training Data. **The next meeting of the Compliance Committee will be held on Wednesday, April 17, 2024, in conjunction with the Executive Committee meeting starting at 4:00 PM.**

C. Fiscal Oversight Committee:

Acting Chair of the Fiscal Oversight Committee, Andrew Scalise provided updates on the committee, highlighting a challenge encountered during last month's meeting. With only five members present, they were unable to achieve a quorum. Andrew recognized the importance of recruiting more members and expressed his commitment to continuing recruitment efforts. He proposed establishing a minimum commitment of four hours per month for board members, emphasizing that this level of commitment is reasonable. **The next meeting of the Fiscal Oversight Committee is Thursday, April 18, 2024, at 4:00 p.m.**

11. Adjournment

A motion to adjourn the meeting was made by Committee Member Evan Jones and seconded by Committee Member Andrew Scalise. The motion was approved unanimously, and the meeting was adjourned at 5:37 PM.

Date Approved

Clerk to the Board