

# Fairfax-Falls Church Community Services Board

## Virtual Meeting Minutes

### August 26, 2020

The Board met electronically via video and audio conference call 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 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, participants were provided an opportunity to register for public comment during the 30 minutes prior to the meeting being called to order.

The following CSB members were present: Bettina Lawton Chair; Jennifer Adeli; Karen Abraham; Daria Akers; Robert Bartolotta; Captain Derek DeGeare; Sheila Coplan Jonas; Larysa Kautz; Garrett McGuire; Srilekha Palle; Edward Rose; Andrew Scalise; Daniel Sherrange; and Anne Whipple

The following CSB Board members were absent: Ken Garnes

The following CSB staff was present: Daryl Washington; Georgia Bachman; Jessica Burris; Evan Jones; Elizabeth McCartney; Lisa Flowers; Linda Mount; Michael Neff; Sebastian Tezna; Cindy Tianti; Lyn Tomlinson; and Barbara Wadley-Young

1. Meeting Called to Order

Bettina Lawton, CSB Board Chair called the meeting to order at 5:05 p.m.

2. Roll Call and Audibility

Ms. Lawton conducted a roll call with each CSB Board Member present, as identified above, to confirm that a quorum of CSB Board members was present and audible. The newest members were introduced including the district represented or seat filled. Ms. Lawton passed the virtual gavel to CSB Board Vice Chair Jennifer Adeli to make several motions required to start the meeting.

The first motion made by Ms. Lawton confirmed that each member's voice was audible to each other member of the CSB Board present which was seconded by Edward Rose and unanimously passed.

3. Preliminary Motions

CSB Board Chair Bettina Lawton 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 dedicated audio-conferencing line, and that the public may access this meeting

by calling 1-877-336-1829. All motions were seconded by Edward Rose and unanimously approved.

Ms. Lawton made a final motion that 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 by Edward Rose and unanimously passed.

4. Matters of the Public

None were presented.

5. Amendments to the Meeting Agenda

The meeting agenda was provided for review. Acknowledging that no revision recommendations were forthcoming, the meeting agenda was accepted as presented.

6. Approval of the Minutes

Draft minutes of the July 22, 2020 virtual meeting of the Fairfax-Falls Church Community Services Board were presented for review. As no revisions were suggested, Robert Bartolotta made a motion for approval, which was seconded by Captain Derek DeGeare and passed unanimously.

7. Director's Report

CSB Executive Director Daryl Washington, noting that members of Executive Leadership would continue to provide the agency updates as listed on the meeting agenda, clarified that an opportunity for questions will follow each topic presented. Highlights of the updates included:

Deputy Director of Clinical Operations Lyn Tomlinson reported on the successful agency coordination between the CSB, vendor partners, and other agencies that has contributed to successful service delivery during COVID. Ms. Tomlinson, to illustrate the commitment and dedication of the CSB, read aloud from a letter that was submitted by the family member of a client that praised the staff and the services received.

- Referring to the Time to Treatment charts included in the meeting materials, Ms. Tomlinson highlighted the reduction in wait times for both adult and youth outpatient programs as illustrated. Ms. Tomlinson clarified that reductions to staffing, including promotions, result in challenges for continued decrease in wait times, confirming approximately 14 vacancies in outpatient services all of which are in the process of being filled. Creative hiring practices include collaborative interview panels and flexibility in treatment assignments including the use of telehealth.
- Ms. Tomlinson provided an overview of the HR Update report highlighting the number of critical vacancies and confirmed that of the 11 reported vacancies in Support Coordination, six hiring packets are in process.
- Directing attention to the Court Based, Jail Based and Jail Diversion organization charts, Ms. Tomlinson confirmed several vacant positions. The vacant Manager position for Court Services will be hired in collaboration with the courts and judges. Efforts to fill the vacancies in Jail Based and Jail Diversion are ongoing, noting that some positions may be 'held' as the jail census is down.

Linda Mount, Director of Analytics and Evaluation, provided an overview of the Business Information (BI) tools, the highlights of which are noted below.

- Referring to the CSB Board Status Report for FY2020 Fourth Quarter (Dashboard Report) included in the meeting materials, it was clarified that the quarterly data reflects key demographics of the individuals served. Minor reductions in the overall numbers of individuals served are attributed to the decrease in new individuals due to COVID. It was highlighted that first quarter numbers are artificially high as they include numbers carried over from the previous fiscal year. Ms. Lawton shared that this report is a valuable tool for updating a Board member's appointing authority.
- A brief overview of the remaining BI reports was provided. Noting the sizeable amount of daily data provided, Mr. Washington reported that beginning with the September CSB Board meeting, a weekly average will be provided instead. Mr. Washington further acknowledged that as there is negligible change to residential data, those reports will be discontinued beginning with the September reports.

Jessica Burris, Chief Financial Officer, provided an overview of the fiscal documents. Some highlights include:

- Ms. Burris clarified that the Pay Period Metrics track staff expenses by pay period confirming that the expenses to date are largely on target. It was confirmed that the non-merit and overtime expenses were a little more than anticipated due to COVID.
- FY2020 fiscal records remain open to accommodate year-end financial adjustments. Approximately \$2.7M was spent on COVID related expenditures in FY2020. Most expenses were operational, including for tents, generators, PPE (Personal Protective Equipment) and pandemic leave and FMLA (Family Leave Medical Act). Of the \$2.7M spent, roughly 70%, or about \$1.9M, has been reimbursed with the balance under review. It was clarified that COVID related expenses may be submitted for reimbursement until the end of calendar year 2020. Of the approximately \$1.5M in FY2021 expenses roughly \$167K are COVID-related expenses.
- The Modified Fund Statement reflects a FY2021 beginning balance of approximately \$26M. It was clarified that when FY2020 is closed, the fund balance will reflect final year-end adjustments. The significant difference in total expenditures for FY2021 Actuals to the FY2021 Budget was primarily attributed to the year-end payroll accrual for compensation and fringe benefits that is reversed at the beginning of each fiscal year.
- The FY2021 July year to date (YTD) Revenue Analysis reflects efforts to increase Medicaid revenue in anticipation of the estimated \$4.4M shortfall related to Medicaid expansion. It was noted that the Actuals are about \$1.4M, just under the anticipated Target amount of \$1.7M.
- The Non-Billable summary tracks the services provided that are not billable to insurance as well as services previously not billed. Some services were identified as permanently unbillable, including Mental Health Skill Building, and were removed from this list as of July 2020. Additionally, ARTS (Addiction Recovery

Treatment Services) is no longer included as these services are now billed. It was clarified that removal of ARTS billing resulted in an artificial understatement for Services Not Authorized of approximately \$48K that will be corrected for August 2020. It was further clarified that the non-billable services remaining on the report, i.e. E/M Charge Lvl 1 Est and Missed Appointment, are under review for cause and possible correction to a billed service.

Deputy Director of Administrative Operations Michael Neff introduced Sebastian Tezna, Director of Behavioral Health Operations to provide an overview of the fee policy review procedure including CSB Board involvement. Mr. Neff reviewed the proposed revisions to the fee policy noting the policy is developed for individuals who do not have insurance, or who receive services not covered by their insurance. Proposed modifications to the fee policy, schedule, and related documents include adaptation of national standards for pricing that are reasonable and customary and provide transparency to the process. Further steps include alignment with DMAS (Department of Medical Assisted Services) fees and, finally, negotiation of rates with contracted MCOs (Managed Care Organizations). Current efforts include physically distanced staff committee meetings to review current rates and services for needed revision. Recognizing some disparity in CMS, DMAS, and DBHDS (Department of Behavioral Health and Developmental Services) rates and services, efforts are underway to identify discrepancies and standardize the information. Mr. Neff confirmed that impact to revenue is anticipated to be minimal. Members were encouraged to review the handout included in the meeting materials.

Noting the Human Resources (HR) update was provided earlier, Mr. Washington will follow up with CSB Board Chair Bettina Lawton with clarification to the CSB Coordinator position for Compliance and Risk Management included in the list of Critical Vacancies.

Mr. Washington provided an update to COVID-19 activities, highlighting the following:

- PPE (Personal Protective Equipment) is stored and managed for distribution at Merrifield by Sebastian Tezna who sends a daily update on the use and supply to assist with management of inventory.
- Staff continues to balance risk against need in service delivery. It was clarified that residential and Emergency Services continue to provide face-to-face services, teletherapy use is maximized for all other services. Individuals who continue to struggle with teletherapy will be assessed for resumption of face-to-face therapy services.
- Mr. Neff is leading development of the CSB re-engagement plan including mapping of CSB sites for identification and implementation of safety procedures including physical distancing as well as the use of an electronic calendar to track the numbers of staff and clients at all times at each location. Additional efforts include a welcome back kit issued to staff that includes hand sanitizers, cough masks, and a 'touch tool' for use with elevator buttons, etc. It was also noted that the county has issued a mandatory safety training for all staff that also assesses risk level.

- Mr. Washington confirmed that County COVID leave was exhausted, while some Federal leave remains for use as needed. Additionally, some flexibility in work hours is also allowed to accommodate schools restarting.
- 25 CSB staff have tested positive, 24 of whom have returned to work with only one staff exposure confirmed to have been work related. It was further reported that approximately 120 clients have contacted COVID.
- Mr. Washington highlighted two upcoming events including the inaugural Drug Court Graduation on Thursday, September 24, 2020 at the courthouse and a Mental Health Docket Graduation on Friday, October 2, 2020. Information for each ceremony will be forwarded to the Board. Retired CSB Board member Gary Ambrose will be speaking at the Mental Health Docket Graduation.
- It was reported that the DBHDS FY2021 Forensic Discharge Planning Grant was not awarded to the CSB.
- Mr. Washington provided an update to the psychiatric state hospital bed crisis including causes and the impact of delayed admissions. Highlights included:
  - Psychiatric hospitals now require a negative COVID test prior to admission, noting that several hospitals have closed to admission due to COVID outbreaks. Clients with a positive test are typically placed in a primary healthcare hospital bed that only provides a once daily psychiatric consult. Efforts are underway to identify solutions for alternative placements for positive and asymptomatic patients.
  - Medical clearance is required for individuals found eligible for psychiatric hospitalization. While the medical clearance is sought at local hospital emergency rooms staff works to locate an available bed. Due to the lack of available beds, wait times in the emergency room have increased by several hours to as much as several days.
  - Regular updates are provided to County leadership including the County Executive and County Attorney.
  - Regional CSB Executive Directors (ED) participate in regular phone calls with the Commissioner of Behavioral Health. Furthermore, the regional ED's recently sent a letter to the VA Secretary of Health & Human Services (H&HS) to express concern over the risks and challenges in managing this process.
  - A proposal was submitted to the Sheriff to establish a crisis stabilization unit at the Alternative Incarceration Bureau (AIB). A second solution under consideration is contracting with RI International to operate a second crisis stabilization unit that would also be located at the AIB.
  - A temporary, short-term solution for earlier releases and for avoiding repeated admissions to psychiatric hospitals includes offering overtime pay to existing staff and to hire retired staff as additional discharge planners.
  - Following months of planning to implement medical clearance at the Merrifield Center, it is anticipated that this service will launch in September or October 2020. The Director of Licensing has been approached for approval to issue a licensing exception to allow clients that are waiting for an available

bed to remain at the Merrifield Center for up to four days. This request is under consideration pending DBHDS Commissioner approval. Mr. Washington confirmed that Dalia Palchik, Providence District Supervisor, and County Executive Leadership have been notified of these efforts. Regular updates will be provided to the Board, acknowledging that this crisis is anticipated to be ongoing during the COVID crisis.

- The CSB was recently notified that Credible, the current CSB Electronic Health Record (EHR), has merged with QualiFacts. Following confirmation that the CSB will be maintained on the current platform, Mr. Washington has requested a transition plan with timeline. Michael Neff will be the lead for the transition team based on prior experience with implementation of multiple EHRs. In an effort to ensure the best possible choice for an EHR, the CSB will also reengage with a second EHR vendor that was investigated during the Fairfax County Health Care Services Information System (HCSIS) Request for Proposal (RFP) some months ago. The goal is to have an executed contract by December 31, 2020. In support of these proposed changes, some content experts will be hired as full-time staff to form an implementation team.
- Mr. Washington will be presenting an update to the BOS Health & Human Services Committee September 22, 2020. The presentation will include a number of topics to include 1) highlights of FY 2020, 2) the impact of COVID to service delivery, 3) implementation of DD (Developmental Disability) Waivers and updates to Support Coordination and Employment & Day Services as well as the implementation of new requirements under the Department of Justice Settlement Agreement (DOJSA) with Virginia, 4) Mental Health Service delivery, 5) Diversion First, 6) STEP-VA (System Transformation Excellence and Performance), 7) Substance Use Disorder (SUD) service delivery common uses and trends including the impact of COVID and changes to service delivery, 8) challenges and opportunities including the challenges of the hospital bed crisis and the opportunities presented by service delivery changes implemented during COVID including DMAS allowances to point of care for telehealth and telepsychiatry that will be requested to become permanent, 9) DBHDS and Medicaid efforts to align and update reimbursement rates and requirements for standardized service delivery in a phased rollout beginning with crisis stabilization services and PACT (Program for Assertive Community Treatment) teams, 10) DMAS substance use treatment reimbursement (ARTS, Addiction Recovery Treatment Services) rate changes including the value of directly operated vs. contracted services, and 11) ongoing efforts to slowly phase out directly operated DD and MH residential programs in a thoughtful and phased effort to contract with quality care providers that delivers a cost savings and ensures retention of staff as reduction goals are met.

Elizabeth McCartney, CSB Legislative Liaison, provided an update to a meeting of the legislative workgroup confirming members Ken Garnes, Jennifer Adeli, Garrett McGuire, and Srilekha Palle. Offering a reminder of the recent email soliciting feedback for General Assembly member assignments, members were encouraged to respond. It was confirmed that as the visits will most likely be virtual a materials packet is being

developed for electronic distribution including talking points and background materials supporting CSB priorities. Workgroup recommendations include scheduling outreach in early October to avoid the impact of the holiday season and the buildup to the General Assembly session in January.

8. Matters of the Board

Bettina Lawton confirmed postponement of the annual CSB Board member retreat, noting that it may be rescheduled for Spring 2021 based on continuing safety concerns related to COVID. Directing attention to the 2019 retreat handout provided in the meeting materials, Ms. Lawton provided an overview of the main topics including Team Shared Values and Team Working Agreements, emphasizing the use of [ACTION and Due Date] or [INFORMATION] in the subject line of email communications to clearly indicate the intent of the email, and the Team Priorities.

Additionally, Ms. Lawton provided an overview of the CSB Board Committees, offering a reminder that each member is required to volunteer on at least one committee. A reminder was offered for the Fiscal Oversight Committee, the Behavioral Health Oversight Committee (BHOC) and the Developmental Disabilities (DD) Committee offering a reminder that the committees may only meet face-to-face when a quorum is present. The Fiscal Oversight Committee, chaired by Jennifer Adeli, has been rescheduled to meet on the third Thursday monthly at 4:00 p.m., location TBD. Sheila Jonas has agreed to continue to chair the DD Committee and Garrett McGuire has been appointed to chair BHOC as the previous chair retired from the Board on June 30. A reminder was offered that prior to the impact of COVID, discussion was underway to merge the BHOC and DD committees. This discussion will continue between the Chairs in preparation for resumption of these committee meetings based on member preference. Members were reminded to notify the Clerk of their preferred committees.

Ed Rose reported a conversation with City of Falls Church Police Department and City Council members regarding Fairfax County police procedures including Diversion First. Lyn Tomlinson has agreed to participate in ongoing discussion of these matters.

9. Information Item

A. *CSB Board Policy Review*

Sheila Jonas directed members to review the CSB Board policies #2010 and #2400 for edits that may be needed. Copies of the policies were provided in the meeting materials with a request to submit recommendations to CSB Board Clerk, Erin Bloom. The policies will be submitted for approval at the September 23, 2020 CSB Board meeting.

10. Action Item

A. *CSB Board Policy Approval*

Sheila Jonas directed attention to CSB Board policies #1500 and #4000, copies of which were provided in the meeting materials for final review and approval. As no recommendations were forthcoming, Ms. Jonas made a motion to approve the policies as presented which was seconded by Edward Rose and approved.

B. *Community Services Performance Contract (CSPC)*

Linda Mount provided an overview of the CSPC process and proposed revisions noting no revision recommendations were received during the 30-day public comment period. Edward Rose made a motion to approve the contract amendment and extension as presented pending approval by the Board of Supervisors that was seconded by Captain DeGeare. With one abstention, the motion was seconded and approved.

*C. The FY2020 End of Year Report*

As the Report was not available for pre-meeting review, this Item was tabled until the September 23, 2020 CSB Board meeting. Members were encouraged to review and pass content edits to the CSB Board Clerk.

There being no further business to come before the Executive Committee, the meeting was adjourned at 6:58 p.m.

Actions Taken - -

- Motions required to start the virtual meeting including roll call & audibility, safety, electronic meeting and public access, and continuity in government were offered by Bettina Lawton, seconded, and passed.
- The July 22, 2020 CSB Board Meeting minutes were approved as presented.
- CSB Board policies #1500 and #4000 were approved.
- The Community Services Performance Contract amendment and extension was approved pending approval by the Board of Supervisors.

September 23, 2020

Date Approved



Staff to the CSB Board