

Arlington County Community Services Board
Executive Committee Meeting
Sequoia Plaza 3
2120 Washington Blvd.
Room 112

November 7, 2016

Present: Anne Hermann, Shauna Alonge, Carol Skelly, Wayne Bert, Judy Deane, Jenette O'Keefe

Absent: Joanne Del Toro, Asha Patton-Smith

Staff: John Palmieri, Oliver Russell, Kelly Mauller, Kelly Nieman, Rudbel Alfaro, Suzanne Somerville, Alan Orenstein

The November 7, 2016 Arlington County Community Services Board (ACCSB) Executive Committee meeting was convened by ACCSB Executive Committee Chair Anne Hermann at 6:00 p.m. The meeting was held at the Sequoia III Building, 2120 Washington Boulevard, Room 112, Arlington, Virginia 22204.

Intensive Community Residential Treatment (ICRT) Program, Contract Management

Jean Post, Director of Virginia Regional Projects Office (NVRPO), Wendy Ford, NVRPO Contract Manager, and Christina Manning, Fairfax Department for Human Services (FX DAHS) presented an overview about the proposed management of the new ICRT Contract. Prior to the meeting, the CSB submitted questions for Ms. Post to respond to.

Ms. Post stated that the Regional Executive Directors (CSBs of: Arlington, Fairfax, Loudoun, Prince William, Alexandria) made a decision to issue one ICRT contract with the goal of increasing efficiencies, creating seamless programming leading to work load management and increasing resource availability. Ms. Post added that the Request for Proposal (RFP) closes on November 22nd.

Ms. Post stated that a Selection Advisory committee and Technical Advisory committee have been established and that Arlington County is a part of these committees. She added that a contract is anticipated to be in place in March of 2017.

Ms. Post provided an overview of the regional contracted services for the ICRT oversight plan under NVRPO within the Fairfax-Falls Church CSB.

- FX DAHS, Senior Financial Manager - Lisa Witt
- NVRPO Regional Director - Jean Post
- NVRPO Contract Manager - Wendy Ford
- FX DAHS Contract Analysis - Christina Manning
- FX DAHS NVRPO Finance Officer - Kathleen Culbertson
- Regional Aftercare Managers - Provide oversight of referral and step-down processes. The Aftercare Managers are responsible for the oversight of all Discharge Assistance Planning (DAP) funding.

Ms. Post provided an overview of Ms. Manning, Ms. Ford and the Aftercare Manager roles in providing oversight for the ICRTs (Refer to Handout Included Below).

Christina Manning	Wendy Ford	Aftercare Managers
<ul style="list-style-type: none"> • Ensure compliance with legal and contractual requirements • Increase competition to save money and obtain better services • Analyze systemwide strategic procurement to meet organizational goals • Develop solicitations and contracts • Facilitate evaluation of proposals for services • Facilitate contract negotiation and amend contracts as necessary • Track contract expirations and renewals • Monitor vendor compliance with contract requirements and performance 	<ul style="list-style-type: none"> • Program Manager oversees vendor services • Manages admissions, referrals and discharge related to vendor services • Addresses vendor service concerns • Addresses regional and community service concerns • Tracks vendor performance and manages State Performance Contract requirements related to vendor services • Approves vendor invoices for payment 	<ul style="list-style-type: none"> • Implement admission selection process to include: • Notify Discharge Planners when bed availability is anticipated at ICRTs • Nominate candidates to fill vacancies at ICRTs • Vote (one vote for each CSB + one vote for NVRPO and NVMHI) to determine who will be selected for ICRT vacancies • Reviews quarterly reports from ICRT providers, and assigns d/c planners to work with individuals identified as ready to step-down to lesser level of care

Ms. Post provided a response to the CSB’s questions:

1. What arrangements are being made so that there is 24/7 coverage for the ICRT, if clients are living in two separate locations and need to be taken to a doctor appointment?
 - Ms. Post responded that an ICRT contract has not yet been awarded but a solicitation has been released requesting specific requirements. One of the goals of the solicitation is to seek out creativity and problem solving on the part of potential offerors.
 - RFP requested requirements:
 - A minimum of 2 on duty clinical staff 24 hours per day, 7 days per week
 - Staff scheduling that meets the needs of the clients residing in the home

Ms. Alonge asked if the potential vendors have been provided information about the consumers considering that consumer needs tend to vary.

- Ms. Ford responded that the potential vendors have received a general, non-specific profile about the consumers.

Ms. Deane asked if the current ICRTs are all overseen by the same vendor.

- Ms. Post responded that one vendor is located in Fairfax and the other vendor is located in Arlington. Ms. Post noted that both ICRTs will be overseen by the Regional Projects Office once a contract has been awarded.

Mr. Orenstein stated that he did not see a requirement in the RFP that an ICRT home will be located in Arlington.

- Ms. Post stated that it is not a requirement that an ICRT home be located in Arlington. She added that the RFP requirement is that there will be two ICRT homes located centrally within the region. She further added that the RFP is not specific to any CSB because it is a regional program and that both programs serve individuals throughout the region.

Ms. Alonge asked if there will be two ICRT homes or could there possibly be four homes.

- Ms. Manning responded that the proposals will address a need for a minimum housing requirement for 16 individuals.

2. Ms. Deane asked about the educational requirements for the staff in the ICRTs?

- Ms. Manning responded that the educational requirements are based on State Department licensing requirements. The programs job description will include the minimum knowledge, skills and abilities, professional qualification and experience appropriate for the duties and responsibilities. The Selection Advisory Committee will review vendor responses to educational requirements.

Ms. Deane asked if the region has any educational expectations.

- Ms. Post responded that the region will monitor the educational responses submitted in the RFPs. She added that the program is designed with a medical services component, including nurse and psychiatrist hours. She stated that the expectation is that the vendor will provide well educated and trained staff.

Ms. Deane asked if training and orientations will be provided if the ICRT staff are not at a higher level of education.

- Ms. Ford responded that the ICRTs will be required to follow State mandated regulations.

3. Does the RFP have a recommended pay scale for ICRT staff.

- Ms. Post responded that Arlington County has a living wage requirement in its Procurement Policy. Ms. Ford responded that Fairfax County does not have a living wage requirement.

4. Ms. Deane asked if there is oversight of how residents can file a complaint against the vendor without retaliation from the vendor.

- Ms. Ford responded that there is an oversight process in place.

5. Ms. Deane asked how incidents, as defined by the State, are reported.

- Ms. Ford responded that incidents are reported through the State CHRIS System (human rights reporting system). The incidents are then reported to Ms. Ford for follow-up. Ms. Nieman added that major incidents are reported to the CSB that is linked to the client and the Aftercare Manager completes the follow-up.

Ms. Deane asked if the Arlington Project Manager would be notified if police are called to the home.

- Ms. Nieman responded that the project manager would be notified for follow up if the police are called and would conduct further follow up action if necessary.

Ms. Alonge asked about the vendor's reporting obligations.

- Ms. Ford responded that the ICRTs are required to follow the State licensing requirement structure.

Ms. Alonge asked if calls to the police and medication errors are required to be reported to the State.

- Ms. Ford responded that any major incident, as a result of the police being called or if a medication error occurred, would be reported to the State.

Ms. Ford stated that, once the ICRT contract is awarded, the committee can contact her with any questions.

Ms. Deane invited the presenters to attend a Mental Health Group Home Committee meeting once the contract is awarded.

Ms. Ford stated that Fairfax was the only jurisdiction in the state of Virginia to have an ICRT until recently. The Williamsburg CSB now utilizes Fairfax's model. The vendor managing the Annandale ICRT also manages the Williamsburg ICRT. She added that the ICRT model was created by the Northern Virginia Region.

Ms. Alonge asked how many individuals have stepped down to less intensive services. Ms. Ford responded that 4 individuals have stepped down to less intensive services over the past 3 years.

Approval of the October 3, 2016 Executive Committee Minutes

Chair Hermann called for a motion to approve the October 3, 2016 ACCSB Executive Committee meeting minutes. Ms. Deane motioned to approve the minutes, Ms. Skelly seconded the motion, and the minutes were approved as amended.

Medicaid Rates and Approval Process for Instituting New Fees in the Future

Rudbel Alfaro, BHD Administrative Officer, presented a proposal to approve three new services to add to the Fee Schedule and to revise the CSB Billing and Collection Policy (311) (Refer to Handout).

Mr. Alfaro is proposing to add the following services to the Fee Schedule:

- Injection Administration – Medicaid Rate per injection (max); \$5.00 per injection (min)
- Medication Assisted Treatment/Office Based Opioid Treatment – Medicaid Rate per session (max); \$5.00 per session (min)
- Substance Abuse Case Management – Medicaid Rate per month (max); \$5.00 per month (min)

Mr. Alfaro proposed the following revision to Policy 311, Section B.8. of the CSB Policies and Procedures:

- Revise to reflect periodic changes in rates and billable services, established by Medicaid and other third party payors, the Executive Director of the ACCSB has the authority to present amendments to the fee schedule adjusting rates, or adding billable services, directly to the Arlington County Board without prior ACCSB approval. Upon such change, the CSB Executive Director will notify the ACCSB.

The members agreed by consensus to bring the proposal before the CSB full board for approval at the November 14th meeting.

Substance Abuse Program Evaluation

Suzanne Somerville, Acting Substance Abuse Bureau Chief, provided an overview of the program evaluation that is being conducted in the Substance Abuse Bureau.

Ms. Somerville stated that a Vision Group has been formed and will hold its first meeting on November 15th to discuss the group's vision for the program evaluation.

Ms. Somerville stated that the evaluation will consist of both qualitative and quantitative data and analysis. She noted that qualitative data will be collected through surveys and quantitative data will be collected through structured interviews.

Ms. Somerville continued by stating that the Vision Group will draw conclusions from the collected data and an array of services will be mapped across the spectrum from pre-treatment to post-treatment. She noted that gaps in services will be prioritized.

Ms. Somerville concluded her presentation by stating that the next step will be to present and implementation and action plan to staff. She added that evaluation of programs and outcomes will be an on-going process.

Ms. Friedman stated that the Substance Abuse Services evaluation will be beneficial in moving forward with streamlining services. She added that it is important to receive feedback from the CSB during the evaluation so that all areas of substance abuse services can be reviewed.

Ms. Friedman announced that Independence House is relocating to a new facility in January of 2017. She added that there may be room for expansion once the relocation has been completed.

Ms. Deane asked about how services will be provided for individuals who are dually diagnosed. Mr. Palmieri responded that services for dually diagnosed individuals are also being evaluated.

Annual Legislative Delegation Forum

Chair Hermann reminded the committee that the CSBs Annual Legislative Delegation Forum will be held on Monday November 14th in order to accommodate Arlington's legislators. The meeting will be held one hour prior to the regularly scheduled full board meeting from 6:00 p.m. to 7:00 p.m. at the Sequoia Plaza I Building located at 2100 Washington Boulevard in the lower level auditorium.

The committee discussed which CSB members will present about the following topics:

- Additional psychiatric hospital beds in the State Hospitals
 - Judy Deane will present.
- Adequate affordable housing with additional support services
 - Linda Kelleher will present.
- Medicaid Expansion
 - Jarrod Nagurka will present.
- Developmental Disability Services
 - Carol Skelly will present.
- Substance Abuse Services
 - Jenette O'Keefe or Shauna Alonge will present

Brief Updates/Information

- ✓ Chair Hermann announced that the Virginia Hospital Center Forum will be held Monday November 28th at Sequoia I, in the lower level auditorium. The forum was called as a result of the VHC presentation about the VHC expansion to the members at the September 21st meeting. The forum is being held to discuss the expansion and the CSBs concerns about expanding current

services. Consumers and family members of consumers have been invited to speak about their experiences at VHC.

Ms. Deane stated that CSB member Cherie Takemoto created and distributed an anonymous survey for consumers and family members of consumers to complete about their experiences with VHC. Individuals may also submit written comments in lieu of being present at the meeting.

- ✓ Chair Hermann reported out about the CSB Annual Retreat held on Saturday October 29, 2016 from 9:00 a.m. to 2:00 p.m. at the Sequoia I Building in the lower level auditorium. County Board member, Christian Dorsey, was the lunch-time speaker.
- ✓ Chair Hermann announced that Secret Santa will soon begin collecting Secret Santa gift cards for the residents of the Mary Marshall Assisted Living Residence (MMALR). She stated that Target gift cards are preferred in denominations of up to \$25. Chair Hermann noted that cash and check donations are welcome. Checks should be made out to the Arlington County Treasurer.
- ✓ Mr. Russell, BHC Assistant Division Chief, provided a status report about the CSB FY18 Local Budget Priorities. He stated that the subcommittees have started the process of developing and reviewing their FY18 local budget recommendations.

Ms. Skelly reported that the Developmental Disabilities (DD) Committee is discussing requesting 2, 2.2 FTEs for case management. The committee may also request funding for an employment consultant or study.

Ms. Friedman stated that there is a possibility that some positions may be reallocated to accommodate a need in other areas.

- ✓ Ms. Friedman reported that a consulting firm has been hired to assist DHS with implementing same day access. Mr. Russell stated that Mr. Palmieri currently conducts a half-day walk-in clinic one day per week which provides a similar version of same day access. Ms. Friedman added that the CSB is welcome to attend consulting sessions.
- ✓ Ms. Skelly opened a conversation about the CSB Memorandum of Understanding (MOU) with the County Manager and asked the committee if they would like to present the MOU for discussion at the November full board meeting and approval at the December full board meeting. The committee agreed that the final MOU will be presented to the Executive Committee prior to being brought before the full board members. The MOU will need to be reviewed by the County Attorney prior to going before the County Manager for signature.

Upcoming Items for CSB Full Board Meeting on November 14, 2016

- ✓ Robin Joseph, EDGE Program Coordinator, Mental Health Services and Jessica Sleep, Youth Transition Clinical Coordinator, Mental Health Services, will present about young adult services.
- ✓ The Health and Housing Fair Coordinators were nominated to receive the November 14, 2016 staff recognition award.
- ✓ A Group Home Report will be provided.
- ✓ Chair Hermann will ask if there are any updates from any CSB Ad Hoc Initiative Committee.

Adjournment

The Arlington County Community Services Board Executive Committee meeting was adjourned by Chair Hermann at 8:05 p.m.

Respectfully submitted by Kelly Mauller.