



The Arlington Community Services Board
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James Mack
ACCSB Chair

March 23, 2016
Sequoia III
2120 Washington Blvd., Room 112
Arlington, Virginia
7:00 pm – Full Board Meeting

Beth Tschopp
Executive Director

Present: James Mack, Jarrod Nagurka, Barbara Jones, Leslie Gosling, Asha Patton-Smith, Wayne Bert, Brian Berke, Atima Omara, Judy Deane, Joanne Del Toro, Frank Haltiwanger

Excused: David Gardner, Jay Ternent, Carol Skelly, Linda Kelleher, Erica Jackson, Shauna Alonge

Staff: Beth Tschopp, Kelly Mauller, Jan Longman

Public Comment(s)

There were no public comments.

Chair Mack introduced new CSB full board member Frank Haltiwanger. Mr. Haltiwanger was appointed by the County Board in March 2016. Mr. Haltiwanger is a member of the Child & Family Committee. He recently retired as the Principal of HB Woodlawn High School.

Staff Recognition

Mindy Burgin, Supervisor, Substance Abuse Outpatient Services, was nominated to receive the March 23, 2016 CSB Staff Recognition Award. Ms. Burgin was nominated by Bill Briggs, Substance Abuse Case Manager. Mr. Briggs stated that he is appreciative of Ms. Burgin for stepping in to supervise the Substance Abuse Case Managers in the absence of Nancie Connolly who recently retired.

Ms. Tschopp, BHD Division Chief/CSB Executive Director stated that Ms. Burgin is invaluable to the division and announced that Ms. Burgin will retire in September of this year.

Marti Mefford, Substance Abuse Case Manager, stated that Ms. Burgin is a “go to” person for knowledge.

Nancie Connolly, recently retired, stated that it is wonderful having Ms. Burgin step into her position as Supervisor for the Substance Abuse Case Management Team.

Ana Barnett, Substance Abuse Outpatient Services, stated that she appreciates Ms. Burgin’s excellent clinical skills.

Ms. Burgin stated that it has been great working with the Substance Abuse Case Management Team, adding that they are a great group of clinicians.

Approval of the February 17, 2016 ACCSB Meeting Minutes

Chair Mack called for a motion to approve the February 17, 2016 ACCSB Full Board meeting minutes. Ms. Jones motioned to approve the minutes, Mr. Bert seconded the motion, and the minutes were approved with no corrections.

Review: Sentinel Event Policy and Incident Reporting

Chair Mack introduced Jan Longman, DHS Compliance Officer, who presented about the Department of Human Services (DHS) Sentinel Event and Incident Reporting Policy. Mr. Mack stated that the purpose of Ms. Longman's presentation is to assist the members in determining what types of incidents and information the CSB would like reported to them.

Ms. Longman provided an overview of the purpose of the policy:

- To continuously improve client care, treatment and services
- To focus the attention of staff following an incident on causes, latent conditions and active failures in systems or organizational culture, and on changing the culture, systems and processes to reduce the probability of such an event in the future
- To ensure compliance in reporting to appropriate regulatory bodies (Department of Behavioral Health and Developmental Disabilities, Office of Civil Rights, Local Human Rights Committee, Adult and Child Protective Services, etc.)

Ms. Longman stated that there are five categories of service related incidents. They are as follows:

- Sentinel events
- Serious injuries and deaths - non-sentinel
- Suspected abuse, neglect, discrimination or exploitation
- Violations of County privacy practices
- Other complaints about staff and/or services received

Ms. Longman stated that Sentinel Events, involve any individual who is registered or admitted to services or has received services within the previous 30 days.

Sentinel Events include:

- Homicide (perpetrator or victim)
- Suicide or suicide attempt
- Rape or other felonious assault (perpetrator or victim) occurring on-site in programs directly operated by or through a contract with DHS
- High profile events which may involve media coverage
- An unanticipated death, permanent loss of function or significant injury (or risk thereof), resulting from causes including, but not limited to
 - A medication error
 - A delay or failure to provide needed services
- Such events are called "sentinel" because they signal the need for immediate investigation and response
- The terms "sentinel event" and "error" are not synonymous; not all sentinel events occur because of an error, and not all errors result in sentinel events

Ms. Longman provided information about the first step in reporting all event types. She noted that Client Rights Notices are posted in the lobby of each floor throughout the Sequoia Complex.

Any staff person who witnesses or is notified of an incident must do the following:

- Assess and address immediate needs
- Notify a program supervisor (Sentinel Events cannot be reported via email or voicemail)
- Complete and submit the Client Human Rights/Incident Report form

Clients or members of the community can initiate a complaint/concern by communicating with any staff member and/or:

- Calling the CSB or DBHDS Client Rights Advocate (Tom Wallace)
- Calling the DHS Compliance Officer (Jan Longman)

The following charts include the second and third steps in the incident reporting process as presented by Ms. Longman.

Step II Sentinel Events	Step II Serious Injuries & Deaths Non-sentinel	Step II Suspected Abuse, Neglect, Discrimination, or Exploitation	Step II Violations of County privacy practices Other complaints about staff and/or services received
<p>Program Supervisor</p> <ol style="list-style-type: none"> 1. Assures immediate needs of clients and staff are assessed and addressed 2. Within 4 hours of event, notifies Division & Bureau Chief 3. And if indicated, notifies Police, APS/CPS, Substitute Decision Makers 4. And if indicated, sequesters record 	<p>Program Supervisor</p> <ol style="list-style-type: none"> 1. Assures immediate needs of clients and staff are assessed and addressed 2. Within 24 hours of event, notifies Division & Bureau Chief 3. And if indicated, notifies, Police, APS/CPS, Substitute Decision Makers 4. And If indicated, sequesters record 	<p>Program Supervisor</p> <ol style="list-style-type: none"> 1. Assures immediate needs of clients and staff are assessed and addressed 2. Within <u>4 hours</u> of event, notifies Division & Bureau Chief 3. And if indicated, notifies Police APS/CPS Substitute Decision Makers 4. And If indicated, sequesters record 	<p>Program Supervisor</p> <ol style="list-style-type: none"> 1. Assures immediate needs of clients and staff are assessed and addressed 2. Within <u>24 hours</u> of event, notifies Bureau Chief
<p>CSB Client Rights Advocate</p> <ol style="list-style-type: none"> 1. Reviews incident report 2. Seeks clarification and requests amendment as necessary 3. Sends incident report to DBHDS via CHRIS within 24 hours of event/notification 	<p>CSB Client Rights Advocate</p> <ol style="list-style-type: none"> 1. Reviews incident report 2. Seeks clarification and requests amendment as necessary 3. Sends incident report to DBHDS via CHRIS within 24 hours of event/notification 	<p>CSB Client Rights Advocate</p> <ol style="list-style-type: none"> 1. Reviews incident report 2. Seeks clarification and requests amendment as necessary 3. Sends incident report to DBHDS via CHRIS within 24 hours of event/notification 	<p>CSB Client Rights Advocate</p> <ol style="list-style-type: none"> 1. Reviews incident report 2. Seeks clarification and requests amendment as necessary 3. Sends incident report to DBHDS via CHRIS within 24 hours of event/notification

Step III Sentinel Events	Step III Serious Injuries & Deaths Non-sentinel	Step III Suspected Abuse, Neglect, Discrimination, or Exploitation	Step II Violations of County privacy practices Other complaints about staff and/or services received
<p>Sentinel Event Review Committee</p> <ol style="list-style-type: none"> Conducts a root cause analysis and service planning meeting to review the incident no later than seven calendar days of receipt of the incident report Creates: <ol style="list-style-type: none"> written root cause analysis and revised service plan and recommended communication and action plan (CAP) <p>Division Chief</p> <ol style="list-style-type: none"> Reviews recommended CAP with DHS Director and Deputy Director Revises and communicates any changes to the CAP to the Committee Serves as liaison to County Office of Risk Management if necessary Monitors and ensures CAP is executed <p>CSB Client Rights Advocate</p> <ol style="list-style-type: none"> Maintains the official record of these reviews Communicates reviews to the CSB Health and Safety Committee 	<p>Program Supervisor For Serious Injuries,</p> <ol style="list-style-type: none"> Reviews the incident with all staff involved in care, supervision, and monitoring of services to the individual(s) involved in the incident no later than two business days from date of event Takes appropriate steps to prevent injury recurrence and address new treatment needs. <p>For non-sentinel deaths,</p> <ol style="list-style-type: none"> Reviews the death with all staff involved in care, supervision, and monitoring of services to the individual(s) who passed away Takes appropriate steps to ensure staff, families, and other individuals in service have needed support <p>The CSB Health and Safety Committee</p> <ol style="list-style-type: none"> Reviews all deaths and suicide attempts for opportunities to improve care and service delivery 	<p>Division Chief</p> <ol style="list-style-type: none"> Immediately takes steps necessary to suspend contact between individual and alleged perpetrator(staff or other client) Determines if immediate temporary reassignment of the employee(s) is indicated Initiates an impartial investigation within 24 hours of receiving a report Communicates report findings to the CSB Executive Director If the allegation is founded, the Division Chief shall ensure appropriate action is taken to address wrongdoing and protect the individual and other individuals The CSB Executive Director shall provide a written determination within seven working days following the completion of the investigation to the individual or their substitute decision maker, the DBHDS human rights advocate, and the involved staff If the individual affected by the alleged abuse, neglect, or exploitation or his authorized representative is not satisfied with the director's actions, he or 	<p>Program Supervisor</p> <ol style="list-style-type: none"> Reviews the incident with all staff involved in care, supervision, and monitoring of services to the individual(s) involved in the incident no later than two business days from date of event Takes appropriate steps to prevent recurrence, address treatment needs, and communicate resolution to client/authorized representative <p>For violations of County privacy practices</p> <ol style="list-style-type: none"> Enrolls involved staff in HIPAA Refresher training Takes appropriate personnel action for repeat violations

		his authorized representative, or anyone acting on his behalf, may file a petition for an LHRC hearing	
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Ms. Longman distributed an example summary of the types of CSB incident reports that are reported to DBHDS (*Refer to Handout*) including the number of each type of incident. She noted incident types that are not reported to DBHDS:

- Most incidents that occur in non-service areas (client workplaces, homes, schools)
- Incidents that don't directly involve clients served in Arlington
- Incidents that occur in programs not licensed by DBHDS (assisted living facilities, hospitals, jails, nursing homes)
 - Exception: if DHS is paying for the service, their contracts require notification to the contract manager.

Ms. Deane asked if the Sentinel Event policy is new, noting that previously there were only four categories within the Incident Reporting Policy. Ms. Longman responded that the Sentinel Event Policy was previously embedded within the Incident Reporting Policy but is now a separate category within the policy.

Ms. Omara asked if due diligence is in place to assure that an expected death is a death due to natural causes. Ms. Longman responded that a request is made for the death certificate. If there is a treating psychiatrist a request is made for the complete medical record. The family members are also spoken to. The Health and Safety Committee reviews all incidents of death.

Ms. Longman asked the members if the information included in the report to DBHDS is the type of information they would like to receive and if it is it too much or too little information.

- Ms. Jones asked how the members would know what type of incident occurred if only the number of incidents were reported and how would the information be reported to the CSB members. Ms. Longman responded that she or Tom Wallace, Human Rights Advocate, would be able to provide as much information as possible to the members without revealing a client's private information.
- Ms. Deane expressed a need for a higher level of reporting of the group homes and concern that ICRT homes will only report about clients that receive CSB services.

Ms. Deane asked what information can be reported to the CSB without disclosing a client's name. Ms. Longman responded that incident follow up actions can be provided.

Mr. Mack asked the members what type of information they would like to have included in the incident reports. The members proposed and agreed to delay a decision until the April 20, 2016 CSB full board meeting in order to have more time to think about what type of information should be included in the incident reports.

CSB FY17 Local Budget Priorities

Chair Mack brought the CSB FY17 Local Budget Recommendations to the County Board before the members (*Refer to Handout*). He stated that the recommendations have been forwarded to the County Board Office.

The CSB recommendations, in priority order, for the FY17 Arlington County Budget are as follows:

1. **Behavioral Healthcare Services - Human Services Peer Specialists**

- 1FTE Human Services Peer Specialist position in Emergency Services
 - 1FTE Human Services Peer Specialist position in Clarendon House
 - 1FTE Human Services Peer Specialist position in Substance Abuse Services
 - 1FTE Human Services Peer Specialist for Young Adults
2. **Primary/Behavioral Healthcare Initiative with Neighborhood Health:** Arlington CSB support of funding contracted service for both physicians and general nurse practitioners to continue seeing clients in Arlington County facilities.
 3. **Developmental Disability Services:** Arlington CSB Support of DBHDS recommendation to the General Assembly:
 - DD Waiver restructure per the Department of Justice Settlement Agreement.

Chair Mack reported that he and other commission leaders were invited to meet with the County Board on March 17th to discuss the County Manager’s proposed budget recommendations as they pertain to DHS. This was a public meeting held in the County Board Office. Mr. Mack and DHS Director, Anita Friedman, presented testimony.

March Meetings with County Board Members

Chair Mack opened a discussion about the CSB meetings with the County Board members. The members that are speaking will meet at the Corner Bakery prior to the meetings for final preparations.

The dates of the meetings are as follows:

- Thursday March 24th
 - Libby Garvey and Christian Dorsey from 4:00 p.m. – 5:00 p.m.
 - Jay Fisette and Katie Cristol from 3:00 p.m. – 4:00 p.m.
- Friday March 25th
 - John Vihstadt from 11:00 a.m. – 12:00 p.m.

The following members have agreed to present:

March 24th

- Ms. Deane
- Ms. Skelly
- Mr. Nagurka
- Mr. Mack
- Ms. Gosling

March 25th

- Ms. Deane
- Ms. Jones
- Mr. Mack
- Ms. Gosling

Speakers for Public Budget and Tax Rate Hearings

Chair Mack announced that the Public Budget Hearing will be held on Tuesday, March 29th and the Tax Rate(s) Public Hearing on Thursday, March 31st. Both hearings begin at 7:00 p.m., in County Board Room 307, 2100 Clarendon Boulevard.

An advanced sign-up registration procedure for both hearings, will be used again in 2016. Citizens will be able to sign-up in advance beginning at 8:00 a.m. 5 days before each hearing date. Advanced sign-up will close at 5 pm the day before each hearing.

Mr. Nagurka, Leslie Gosling, Judy Deane and a client from BHD will present at the Public Budget Hearing on March 29th. Ms. Deane spoke with a parent who was interested in presenting at the hearing. The committee decided not to attend the Public Tax Rate(s) Hearing on March 31st.

Proposal to Establish an Employment Subcommittee

Mr. Bert brought a proposal before the members for the CSB to establish an Employment Subcommittee (*Refer to Handout*). Mr. Bert stated that the overall objective of the committee is to support Job Avenue's efforts to expand job opportunities for BHD clients in the private sector and in local and federal government jobs.

Mr. Bert provided an overview of the initial goals of the proposed committee:

- More intense involvement with the Chamber of Commerce to work to increase the contacts and cooperation with the Chamber in pursuit of increasing the number and type of jobs available.
- Continued cooperation with the Arlington Employment Center in the pursuit of the common goal of improving job opportunities that could benefit BHD.
- Explore and develop opportunities with the Federal Government.
- Hold an Annual Recognition Breakfast with the objective of recognizing the contribution of employers, the achievement of clients and the facilitation of future cooperative endeavors.
- Identify Job Avenue sponsors to build a resource fund to assist job applicants in procuring resources required to attain and maintain employment.

Per the CSB By-laws, Mr. Bert asked the committee for approval to establish an Employment Subcommittee. The members approved. Mr. Bert asked if any of the members would like to volunteer to sit on the committee and distributed a sign-up sheet. He added that the first meeting will be in April and consist of 6-10 members.

Ms. Jones suggested that the Employment Committee request donations such as tote bags, back packs, clothing, coats, etc.

CSB Member Term Roster

Chair Mack reported that several full board member terms are set to expire in 2016. He stated that the County Board is working to align appointment dates with the ending of the fiscal year on June 30th. He noted that the County Board emailed information to him about a potential candidate for the full board. At this time, there are 17 members currently on the board. If the potential candidate is approved, the board will be at a full census of 18. Mr. Mack announced that he will step down as Chair in June.

CSB Annual Awards Ceremony

Chair Mack reminded the members that the CSB Annual Awards Ceremony will be held one hour prior to the CSB June 22nd Full Board meeting from 6:00 p.m. to 7:00 p.m. in the Sequoia Plaza, 2100 Washington Boulevard, lower level auditorium. CSB members may nominate community partners or staff by sending Ms. Mauller an email by the due date of April 8, 2016. The committee suggested several potential candidates for the Community Partner Award. The nominations will be reviewed at the April 11th CSB Executive Committee meeting.

Ms. Tschopp directed the members to the types of awards listed in the CSB bylaws (*Included in Member Packets*). Ms. Tschopp asked if the members would like to add any additional awards. The members discussed the possibility of changing and/or adding different types of awards.

VACSB Training and Development Conference

Ms. Tschopp announced that the upcoming Virginia Association of Community Services Board (VACSB) Development and Training Conference will be held May 4th through May 6th in Portsmouth, Virginia. Ms. Tschopp provided an overview of the conference agenda. Members should email Ms. Tschopp if interested in attending.

ACCSB Executive Director's Report

- ✓ Ms. Tschopp announced that the 3rd Annual Crisis Intervention Team Awards Ceremony will be held on Thursday April 7th from 7:00 p.m. to 8:30 p.m. in the John T. Hazel Auditorium at Virginia Hospital Center (VHC). A meet and greet with elected and appointed officials will take place one hour prior to the ceremony from 6:00 p.m. to 7:00 p.m.
- ✓ Ms. Tschopp reported out about the Group Homes. She stated that no major incidents were reported in February. The members discussed group home reporting. Ms. Tschopp will begin developing a menu of items to be included in the report.

Report Out on ACCSB Retreat Initiatives

- ✓ Ms. Hermann reported out about the Mary Marshall Assisted Living Residence (MMALR).
 - The current census is 51 individuals, with 4 individuals on the waiting list
 - The Mental Health Committee held their last meeting at MMALR
 - All members of MMALR, who meet the criteria requirements, are being served by Arlington County
 - The MMALR Advisory Council members completed satisfaction surveys with the residents
 - The Fenwick Foundation continues to pay for special events for the residents as well as providing dental care. The Foundation is also working towards providing vision care
 - Ms. Patton asked if the process of obtaining dental services has improved. Ms. Hermann responded that there has been improvement but that services are expensive
 - Space is available at MMALR for small group meetings for community awareness and/or community involvement
 - Ms. Jones asked how many individuals the space can accommodate. Ms. Hermann responded that about 15 individuals can be accommodated in the space.
- ✓ Ms. Deane reported out about the Young Adult Committee meeting.
 - The Committee visited the Raise Program in Fairfax
 - The next Mental Health Committee will be held in conjunction with the Child and Youth Committee
 - Jessica Sleep, Mental Health Therapist and Young Adult Care Coordinator will be attending the next NAMI family support meeting
 - The Pact luncheon was very successful and the PACT Advisory Committee is planning the annual PACT picnic

Ms. Gosling announced that Vocal Virginia, an organization that produces a monthly newsletter from the consumer's point of view, is holding a conference in May. She added that she will propose that a group of Clarendon House clients or members from PACT attend the conference.

Adjournment

The Arlington County Community Services Full Board meeting was adjourned by Chair Mack at 8:45 p.m.

Respectfully submitted by Kelly Mauller