

# Arlington County Community Services Board (ACCSB)

## Board Policies

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Policy ACCSB-1  
ACCSB DUTIES AND RESPONSIBILITIES

Purpose: To define the ACCSB and its duties and responsibilities

References:

- Memorandum of Agreement (MOA) Between the ACCSB and the Arlington County Manager
- Policy: The ACCSB is an administrative policy board. The ACCSB and DHS will jointly assure that the duties and responsibilities relating to an administrative policy community services board, as specified in §37.2-504.A.1 through §37.2-504.A.17, are appropriately performed. In most instances, the ACCSB will establish policies and priorities, and DHS will manage, administer and implement programs to carry out those policies and priorities.
- Duties and responsibilities are listed in §37.2-504.A.1 through §37.2-504.A.18 and are outlined further in this section.
  - Review and Evaluation of Programs (§37.2-504.A.1): The ACCSB and DHS will review and evaluate all existing and proposed public community mental health, developmental disabilities, and substance use services and facilities available to serve the community, private services and facilities that receive funds through the ACCSB and authorization or permits related to such public or private services or facilities that require the County's approval. The ACCSB and DHS will advise the County of its findings. The ACCSB and the Executive Director will work collaboratively to fulfill the ACCSB's responsibilities for planning, evaluation, review, and quality assurance and to report its findings to the County Board.
  - Annual Performance Contract (§37.2-504.A.2): DHS will prepare an Annual Performance Contract for community mental health, developmental disabilities and substance use services and submit it to the ACCSB for its review and approval. After the ACCSB approves the Annual Performance Contract, DHS will submit this document to the County Board for its approval prior to sending the Annual Performance Contract to (DBHDS). The Annual Performance Contract will be signed by the Chair of the ACCSB and the County Manager and submitted to the Arlington County Board.
  - Service Provision (§37.2-504.A.3): Consistent with the level of funding appropriated for services, as may be authorized under the Annual Performance Contract, DHS will provide mental health, developmental disabilities and substance use disorder services.
  - Contracts (§37.2-504.A.4): Consistent with County policies, the County shall procure contracts on behalf of the ACCSB. The County may enter into contracts with other providers for the delivery or operation of services or facilities. When practical, members of the ACCSB shall be included in contract review panels.
  - Rules, Policies and Regulations (§37.2-504.A.5): The ACCSB will make policies concerning the provision or operation of services and facilities by DHS, subject to applicable standards, policies, or regulations promulgated by the DBHDS State

Board. DHS will enact procedures to implement the policies concerning provision and operation of services and facilities under its direction or supervision, subject to applicable standards, policies, or regulations promulgated by DBHDS State Board.

- Executive Director: The Executive Director shall serve as the County's point of contact with DBHDS for all services delivered by the County for which the state department has oversight or provides funding. The Executive Director shall ensure collaborative relations with the other divisions of DHS and other departments of the County. The Executive Director shall ensure that the ACCSB has access to information from other DHS divisions and County departments as it may require to fulfill its responsibilities under this MOA or governing statutes or regulations. (The powers and responsibilities of the ACCSB and DHS as they pertain to the hiring and performance evaluation of the Executive Director are set forth in §37.2-504.A.6 of the State Code as well as in Section B of this MOA).
- Fees for Services (§37.2-504.A.7): The ACCSB shall establish policy that prescribes a reasonable schedule of fees for services provided by personnel or facilities under its jurisdiction or supervision and establish procedures for the collection of the same. Each year, DHS and ACCSB will collaboratively develop a fee schedule that shall be included in the County Manager's Recommended Budget that is submitted to the County Board. All fees shall be included in the Annual Performance Contract submitted to the County Board and shall be used only for mental health, developmental disabilities and substance use disorder services. DHS will institute a reimbursement system to maximize the collection of fees but the CSB will not attempt to bill or collect fees for time spent participating in involuntary commitment hearings pursuant to §37.2-14 et seq.
- Gifts, Donations, Bequests and Grants (§37.2-504.A.8): The ACCSB may accept or refuse gifts, donations, bequests, or grants of money or property from any source and utilize them only as authorized by the Arlington County Board.
- Federal Funds (§37.2-504.A.9): Working collaboratively, the ACCSB and DHS may seek and accept funds through federal grants provided that such grants shall not bind the County to any expenditures or conditions of acceptance without the prior approval of the County Board. The ACCSB and DHS will seek only federal funds that are consistent with ACCSB policy. When deadlines preclude advance approval, the Executive Director is authorized to proceed with the submission provided that the application contains language that states that acceptance of the grant, if approved, is contingent upon the approval of the ACCSB and the Arlington County Board.
- Appropriations (§37.2-504.A.10): DHS, in collaboration with the Arlington County CSB, has the authority to disburse funds appropriated to it in accordance with such regulations as may be established by the County Board.
- Loans (§37.2-504.A.11): The ACCSB, working collaboratively with the County, may apply for and accept loans but only as authorized by the County Board.
- Annual Written Agreements (§37.2-504.A.12): The ACCSB will develop joint written agreements, consistent with the policies and procedures of the DBHDS State Board, with Arlington Public Schools, courts, sheriff and regional Department of Aging and Rehabilitative Services offices. The agreements shall specify the services to be provided to consumers. All participating agencies shall

develop and implement the agreements and shall review the agreements prior to expiration. Since DHS already encompasses the services provided by health departments, boards of social services, the area agency on aging, and housing, the ACCSB will develop no special agreements with these entities. Such operations are governed by this MOA.

- Comprehensive Plan (§37.2-504.A.13): DHS will develop the necessary information for the preparation of the Comprehensive State Plan for Mental Health, Developmental Disabilities and Substance Use Disorder Services. The ACCSB will review and approve the Comprehensive Plan before it is submitted by DHS to DBHDS.
- Maximize Consumer and Family Participation (§37.2-504.A.14): The ACCSB and DHS shall take all necessary and appropriate actions to maximize the involvement and participation of consumers and family members of consumers in policy formulation and service planning, delivery and evaluation. The ACCSB shall provide the principal forum for consumers and family members of consumers to review and comment on services within its purview. The ACCSB will assist in providing public information and education and will maintain its advocacy role.
- Dispute Resolution (§37.2-504.A.15): The ACCSB and DHS has collaboratively instituted a dispute resolution mechanism that is in compliance with DBHDS regulations and enables consumers and family members of consumers to resolve concerns, issues, or disagreements about services without adversely affecting their access to or receipt of appropriate types and amounts of current or future services. The ACCSB shall periodically review and approve the dispute resolution mechanism and policies.
- Release of Information (§37.2-504.A.16): Notwithstanding the provisions of §37.2-400 or any regulations promulgated thereunder, DHS may release data and information about individual consumers to DBHDS so long as DBHDS implements procedures to protect the confidentiality of such data and information.
- Other Duties (§37.2-504.A.17): The ACCSB shall perform other duties and responsibilities as may be assigned to it by the Arlington County Board.
- Data Collection: The CSB shall work collaboratively with DHS to fulfill the requirements of §37.2-507.
- Background checks: Both parties shall comply with the provision of §37.2-506

*Nendy Crawford*

Approved: \_\_\_\_\_ November 15, 2023  
ACCSB Chair Date

*Sebrah Warren*

Approved: \_\_\_\_\_ November 15, 2023  
ACCSB Executive Director/DHS Deputy Director Date

## Policy ACCSB-2

### POPULATIONS RECEIVING PRIORITY FOR MENTAL HEALTH, SUBSTANCE USE DISORDER, AND DEVELOPMENTAL DISABILITY SERVICES

Adopted June 16, 2004

Purpose: To identify populations to be given priority for Mental Health services, Substance Use Disorder treatment, and Developmental Disability services across the life span.

#### References:

- Virginia Department of Behavioral Health and Developmental Services (DBHDS) Populations Receiving Priority
- Code of Virginia: » § 37.2-100. Definitions  
<https://law.lis.virginia.gov/vacode/title37.2/chapter1/section37.2-100/>

#### MENTAL HEALTH

Policy: The ACCSB has identified the following populations as the highest priority for receiving mental health services.

- Adults with serious mental illness
- Adults with serious mental illness with co-occurring substance use disorder
- Adults with serious mental illness with a co-occurring developmental disability
- Children and adolescents with serious emotional disturbance
- Children and adolescents with serious emotional disturbance with co-occurring substance use disorder
- Children and adolescents with serious mental illness with a co-occurring developmental disability or developmental delay
- Children and adolescents, through age 21, at risk of developing serious emotional disturbances

It is the policy of the ACCSB that in addition to serving individuals with serious mental illness, the following individuals not determined to have a serious mental illness may be served:

1. Individuals who were determined to have a serious mental illness but are stable and no longer meet the criteria, and require necessary services to maintain their stability and prevent relapse
2. Individuals experiencing acute mental illness and do not have the financial resources or private insurance to obtain treatment elsewhere
3. Individuals:
  - a. With dementia with disruptive behaviors making them a risk for psychiatric hospitalization without mental health services
  - b. With a psychiatric diagnosis who are homebound due to frailty or cognitive impairment and need outreach, mental health and wrap-around services to remain stable in the community
  - c. With a confirmed diagnosis of developmental disability with disruptive behaviors making them a risk for psychiatric hospitalization without mental health services

Mental illness means a disorder of thought, mood, emotion, perception, or orientation that significantly impairs judgment, behavior, capacity to recognize reality, or ability to address basic

life necessities and requires care and treatment for the health, safety, or recovery of the individual or for the safety of others.

Serious mental illness (SMI), as defined by the National Institute on Mental Health (NIMH), is a mental, behavioral, or emotional disorder resulting in serious functional impairment, which substantially interferes with or limits one or more major life activities (<https://www.nimh.nih.gov/health/statistics/mental-illness>)

### SUBSTANCE USE DISORDER

Policy: The ACCSB has identified the following populations as defined by the Federal Substance Abuse Prevention and Treatment Block Grant (SAPTBG) and the Virginia Department of Behavioral Health and Developmental Services as the highest priority for receiving services.

#### Federal Substance Abuse Prevention and Treatment Block Grant (SAPTBG) Treatment Populations (<https://www.samhsa.gov/grants/block-grants>)

- Pregnant women and women with dependent children who meet the criteria for substance use disorder
- Persons with tuberculosis who meet the criteria for substance use disorder
- Persons with HIV/AIDS who meet the criteria for substance use disorder
- Persons seeking treatment for intravenous substance use disorder
- Adolescents who are demonstrating substance use disorder and related behaviors

#### Virginia DBHDS priority populations (<https://www.dbhds.virginia.gov/>)

- Child/adolescent or adult with a substance use disorder diagnosis
- Child/adolescent/pregnant or parenting woman with substance use disorder diagnosis
  - And use within the last 12 months
  - Or has exhibited violent behavior related to substance use disorder
- Adult with serious mental illness also with a substance use disorder diagnosis
  - And use within the last 12 months
  - Or has exhibited violent behavior related to substance use

ACCSB also has identified other populations that may lie outside the populations defined above as eligible to receive services.

- Adults whose substance use issues are severe and who lack resources for services elsewhere
- Children at risk, including those negatively impacted by the substance use of a parent/caretaker or family member and therefore considered at risk.

Substance abuse, enumerated in the Virginia Drug Control Act (§ [54.1-3400](#) et seq.), means the use of drugs without a compelling medical reason or use of alcohol that (i) results in psychological or physiological dependence or danger to self or others as a function of continued and compulsive use or (ii) results in mental, emotional, or physical impairment that causes socially dysfunctional or socially disordering behavior and (iii), because of such substance abuse, requires care and treatment for the health of the individual. Care and treatment may include counseling, rehabilitation, or medical or psychiatric care.

DEVELOPMENTAL DISABILITY

Policy: ACCSB has identified the following populations as defined by the Virginia Department of Behavioral Health and Developmental Services as the priorities for receiving services (<https://www.dbhds.virginia.gov/>).

- Adults and children aged three years and older who have a confirmed diagnosis of developmental disability
- Children three to six years of age who have a suspected diagnosis of developmental disability
- Children under three years of age where there is confirmed eligibility for Part C of Individuals with Disabilities Education Act (IDEA)

Developmental Disability means a severe, chronic disability of an individual that:

- Is attributable to a mental or physical impairment, or a combination of mental and physical impairments, other than a sole diagnosis of mental illness;
- Is manifested before an individual reaches 22 years of age;
- Is likely to continue indefinitely;
- Results in substantial functional limitations in three or more of the following areas of major life activity: self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, or economic self-sufficiency; and
- Reflects an individual's need for a combination and sequence of special interdisciplinary or generic services, individualized supports, or other forms of assistance that are of lifelong or extended duration and are individually planned and coordinated. An individual from birth to age nine who has a substantial developmental delay or specific congenital or acquired condition may be considered to have a developmental disability without meeting three or more of the criteria described above if the individual, without services and supports, has a high probability of meeting those criteria later in life.

*Wendy Crawford*

Approved: \_\_\_\_\_  
ACCSB Chair

November 15, 2023  
Date

*Sebrah Warren*

Approved: \_\_\_\_\_  
ACCSB Executive Director/DHS Deputy Director

November 15, 2023  
Date

Policy ACCSB-3  
POLICY AND PROCEDURE DEFFINITIONS  
Adopted June 16, 2004

Purpose: To define ACCSB policies and procedures.

References: 37.2-500-511 Code of Virginia (<https://law.lis.virginia.gov/vacode/title37.2/>)

Policy: Only those policies adopted by the ACCSB are ACCSB policies. The County, through DHS or other entities, may adopt policies under other authorities, but only those policies adopted by ACCSB may appropriately be identified as CSB policies. It is not appropriate to refer to any policy as a CSB policy unless a majority vote of the membership of the CSB has adopted it in accordance with the procedures provided in the bylaws of the CSB as approved by the Arlington County Board.

A policy is defined as a plan of action stating an objective and the preferred means of achieving it. Policies are adopted by the ACCSB.

A procedure is defined as a formally stated method of carrying out a policy or program practice and usually refers to a specific program area. The ACCSB Executive Director/DHS Deputy Director (or designee) is responsible for creating and implementing procedures consistent with ACCSB policies.

The ACCSB may review, amend, and propose any ACCSB policy or procedure.

*Wendy Crawford*

Approved: \_\_\_\_\_ November 15, 2023  
ACCSB Chair Date

*Sehnaal Warren (CSB)*

Approved: \_\_\_\_\_ November 15, 2023  
ACCSB Executive Director/DHS Deputy Director Date



Policy ACCSB-4  
ORIENTATION AND TRAINING OF NEW ACCSB MEMBERS  
Adopted June 16, 2004

Purpose: To ensure that ACCSB members are provided sufficient orientation and training to enable them to exercise their authority and carry out their responsibilities.

Policy: ACCSB members participate in an orientation program as well as an ongoing training program. These programs will consist of the following components.

- Orientation for new ACCSB members: New ACCSB members receive the ACCSB policies within 30 days of appointment.
- Relevant procedures and operations: Policy procedures and operations are made available by board member request.
- Orientation of ACCSB Services: Orientations about ACCSB services are conducted annually.
- Annual Retreat: The ACCSB conducts annual retreats to discuss selected topics and plan action steps for the year ahead.
- Training Sessions Briefings: ACCSB members receive training briefings consisting of presentations and discussions of specific programs, trends in service delivery and client needs, and procedures related to management and planning at monthly ACCSB meetings.
- Site visitations: ACCSB members visit directly operated and contractual programs as coordinated by DHS and ACCSB. The committee chairs organize periodic program site visits with designated members.
- Conferences and seminars: ACCSB members are encouraged to attend conferences and seminars directly related to the work of the ACCSB, for example, conferences sponsored by the Virginia Association of Community Services Boards. Members are eligible to be reimbursed for their expenses Per County Policy.
- Professional literature: ACCSB members are to review professional literature and relevant information provided to them through the ACCSB Executive Director/DHS Deputy Director.

*Wendy Crawford*

Approved: \_\_\_\_\_ November 15, 2023  
ACCSB Chair Date

*Sebrah Warren*

Approved: \_\_\_\_\_ November 15, 2023  
ACCSB Executive Director/DHS Deputy Director Date

Policy ACCSB-5  
ETHICAL CONDUCT FOR ACCSB MEMBERS  
Adopted June 16, 2004

Purpose: To describe expectations regarding ethical behavior for ACCSB members.

References:

- Article V.7 of ACCSB By-laws
- ACCSB Principles and [Values](#)
- Virginia Freedom of Information Act (FOIA) <https://www.foia.gov/>
- Health Insurance Portability and Accountability Act (HIPAA) <https://www.hhs.gov/hipaa/index.html>
- Arlington County Handbook for Citizen Advisory [Groups](#)

Policy: The actions and deliberations of the ACCSB members shall be guided by the following standards of conduct:

- Maintain a high level of ethical conduct.
- Work to implement the overall mission of the organization, in conformance with the Board principles and values (see Article II of ACCSB By-laws) and not have direct involvement in staff operations.
- Abide by established conflict of interest policies (see Article V.7 of ACCSB By-laws).
- Approach all Board issues with an open mind, be prepared to make the best decision for the whole organization and the clients it serves and avoid over-identification with specific Board services and programs.
- Acknowledge that the Board Chair or, Executive Director, or their designee is the official spokesperson for the Board to the media, the public, and others and act accordingly when dealing with the public. Board members may share, at their discretion, copies of presentations or documents from public meetings or otherwise in public records. They may express individual opinions in writing and identifying themselves as CSB members, but only with explicit written disclaimer that the communication only represents their person opinion and not that of the ACCSB.
- Attend all scheduled ACCSB meetings and all scheduled meetings of the committees of which they are a member. Whenever possible, a member must give advanced notice of their inability to attend a meeting. ACCSB members may be removed by the County Board for cause (including lack of attendance) after being given a written statement of the cause(s) and an opportunity to be heard thereon. Unless contrary to County Board policy, the ACCSB may establish policies on attendance, including excused absences, of its Board members and may enforce such by recommendation to the County Board for removal.
- Serve without compensation.
- Be prepared for discussion of topics at meetings by reading all materials as required.
- Abide by established conflict of interest guidelines as established in the ACCSB By-laws and the Arlington County Handbook for Citizen Advisory Groups.
- Keep confidential all specific issues pertaining to individuals receiving services, personnel issues and other matters exempted from release by the Virginia Freedom of Information Act (FOIA) and/or the Federal Health Insurance Portability and Accountability Act (HIPAA).

- Notify the ACCSB Chair in writing when they move outside Arlington County.

*Wendy Crawford*

Approved: \_\_\_\_\_ November 15, 2023  
ACCSB Chair Date

*Sebrah Warren*

Approved: \_\_\_\_\_ November 15, 2023  
ACCSB Executive Director/DHS Deputy Director Date

Policy ACCSB-6  
ACCSB AWARDS  
Adopted September 19, 2007

Purpose: To ensure that ACCSB recognition and appreciation awards are presented as required by the ACCSB By-laws.

References: ACCSB By-laws

Policy:

1. The ACCSB shall recognize DHS staff regularly through Staff Appreciation Awards. These recognitions are provided to DHS staff that go beyond the call of duty and demonstrate their strong commitment and dedication to furthering the mission of the ACCSB. Awardees will be selected through a process overseen by the ACCSB Executive Director/DHS Deputy Director and approved by the Executive Committee.
2. At the last regular meeting of the fiscal year in June, when possible, the Board shall honor staff, ACCSB members and other members of the community, as appropriate, for their dedication, outstanding service, and commitment to serving community members including those who experience mental illness, developmental disabilities, and/or substance use disorders.

*Wendy Crawford*

Approved: \_\_\_\_\_ November 15, 2023  
ACCSB Chair Date

*Sebrina Warren*

Approved: \_\_\_\_\_ November 15, 2023  
ACCSB Executive Director/DHS Deputy Director Date

Policy ACCSB-7  
PARTICIPATION BY THE PUBLIC  
Adopted June 16, 2004

Purpose: To ensure that discussion and analysis of issues before the ACCSB are conducted in an open and orderly manner.

Policy: The public is encouraged to attend meetings of the ACCSB to observe its deliberations and to inform the ACCSB of relevant issues. Official meeting notices, agendas and minutes are available at <https://commissions.arlingtonva.us/community-services-board/>.

- Members of the public may address the ACCSB on matters that are relevant to the ACCSB during the public comment portion of ACCSB meetings. Individuals are requested to state their name, their affiliation(s), and the subject about which they wish to speak.
- Public comment is limited to 5 minutes, per speaker. At the discretion of the ACCSB Chair, additional time may be given. There will be a brief opportunity for the Board members to ask questions but no discussion of the matter will be held at the time. County employees have the right to participate in public comment during ACCSB meetings.

*Wendy Crawford*

Approved: \_\_\_\_\_ November 15, 2023  
ACCSB Chair Date

*Sebrah Warren*

Approved: \_\_\_\_\_ November 15, 2023  
ACCSB Executive Director/DHS Deputy Director Date

Policy ACCSB-8  
ACCSB EXECUTIVE DIRECTOR  
Adopted June 16, 2004

Purpose: To define the roles and responsibilities of the ACCSB Executive Director/DHS Deputy Director position. The ACCSB Executive Director also serves as the DHS Deputy Director.

Policy: The ACCSB Executive Director/DHS Deputy Director has overall responsibility for managing the operational programs of the ACCSB but may delegate any or all of these functions to other DHS staff in ACCSB programs. The ACCSB Executive Director/DHS Deputy Director is a County employee whose appointment to this position is made jointly by the ACCSB Chair and the County Manager (or designee), in compliance with County recruitment policies and procedures. The County Manager delegates the authority and overall management of the DHS/ACCSB programs to the ACCSB Executive Director/DHS Deputy Director in accordance with County policy and the Code of Virginia. The ACCSB will participate in the annual evaluation of the ACCSB Executive Director/DHS Deputy Director in accordance with the ACCSB Memorandum of Agreement with the County Manager. The ACCSB Executive Director/DHS Deputy Director is responsible for the following functions:

- Provides overall leadership and strategic direction to the divisions of Aging and Disability, Behavioral Healthcare, and Child and Family Services under the Arlington County Department of Human Services.
- Directs services from client point of entry through discharge, including state training center facilities and psychiatric hospitals.
- Manages the fiscal, human, and physical resources of the agency in partnership with the Department of Human Services:
  - Monitors revenues and expenditures and manages the budget
  - Negotiates and manages all major service-related contracts
  - Maintains a system to collect fees
  - Manages human resources including employment, promotions, and recommendations for separations, discipline and grievances
  - Maintains operations at all locations and oversees all ACCSB housing resources
- Provides administrative, technical and other assistance as appropriate to ensure that the powers and duties of the ACCSB are fulfilled and maintained, including but not limited to, developing joint annual written agreements, consistent with the policies and procedures of the DBHDS State Board, with local School Divisions, Courts, Sheriff, and the Department of Aging and Disability Services. Serves as the Chief Liaison to elected and appointed officials at the State level and the Arlington County local jurisdiction.
- Works with the ACCSB to develop strategic and operational plans. Builds and maintains a network of relationships with other public and private agencies, advocacy and professional organizations, and individuals receiving services and family members.
- Ensures the ACCSB is in full compliance with all licensure requirements and other standards associated with the provision of health care.
- Develops and maintains a comprehensive quality improvement program in accordance with State requirements.
- Participates in various planning, coordinating and advocacy functions at the state, regional and local levels.

- Executes County forms and documents and acts on related administrative matters on behalf of the ACCSB.

*Wendy Crawford*

Approved: \_\_\_\_\_ November 15, 2023  
ACCSB Chair Date

*Sehrish Warren (CSW)*

Approved: \_\_\_\_\_ November 15, 2023  
ACCSB Executive Director/DHS Deputy Director Date

Policy ACCSB-9  
CSB Chair

Purpose: To define the roles and responsibilities of the Chair of the ACCSB.

Policy: The Chair of the ACCSB is designated by the County Board annually for a term to begin July 1. The Chair of the Board is to:

- Preside over meetings of the ACCSB
- Preside over meetings of the Executive Committee
- Recommend candidates to the County Board for appointment to the ACCSB
- Appoint the Chair or Co-Chair of each standing committee
- Appoint ACCSB members to standing committees, as needed
- Designate ad hoc committees, as needed
- Contribute to the ACCSB Executive Director/DHS Deputy Director's performance evaluation through the standard process adopted by Arlington County to evaluate employees
- Serve as the spokesperson for the Board or designate another Board member to do so, including serving as the Board's liaison to the County Board and to the Virginia Association of Community Services Board (VACSB).
- Coordinate with ACCSB Executive Director/DHS Deputy Director regarding ACCSB issues

*Nendy Crawford*

Approved: \_\_\_\_\_ November 15, 2023  
ACCSB Chair Date

*Sebrah Warren*

Approved: \_\_\_\_\_ November 15, 2023  
ACCSB Executive Director/DHS Deputy Director Date



Policy ACCSB-10  
EMERGENCY SUCCESSION  
Adopted May 21, 2004

Purpose: To establish continuity of operations during emergency events or the absence of greater than thirty days of the ACCSB Executive Director/DHS Deputy Director and/or the ACCSB Chair.

Policy: The ACCSB Executive Director/DHS Deputy Director has overall responsibility for managing the ACCSB and has the authority to delegate functions to other DHS staff. The ACCSB Executive Director/DHS Deputy Director is responsible for ensuring the continuous ability of the ACCSB to carry out its duties and responsibilities during emergency events.

If the ACCSB Executive Director/DHS Deputy Director is unavailable to carry out his or her duties and responsibilities due to an emergency or is absent for greater than thirty days, the Director of DHS shall appoint an interim successor to act as ACCSB Executive Director/DHS Deputy Director. The interim successor will exercise all duties and responsibilities until a new ACCSB Executive Director/DHS Deputy Director is appointed..

If the ACCSB Chair is unavailable to carry out his or her duties and responsibilities due to an emergency, is absent or out of communication for greater than thirty days, the Vice Chair, per the ACCSB By-laws, will be responsible for the duties of the Chair. If there is no Vice Chair, then the Executive Committee shall nominate an interim Chair and have the authority to request the County Board to confirm the nomination.

*Wendy Crawford*

Approved: \_\_\_\_\_ November 15, 2023  
ACCSB Chair Date

*Sehrish Warren (CSW)*

Approved: \_\_\_\_\_ November 15, 2023  
ACCSB Executive Director/DHS Deputy Director Date

Policy ACCSB-11  
COMPLIANCE OFFICER  
Adopted June 16, 2004

Purpose: A Compliance Officer monitors all ACCSB programs and services for compliance with all applicable policies and procedures and laws.

Policy: The Compliance Officer duties include the investigation of reported violations of policies and procedures and laws, and presentation of evidence of violation(s) to the ACCSB Executive Director/DHS Deputy Director (or designee), Bureau Chiefs of affected Bureaus, the County Contracts Officer (when necessary) or other appropriate parties.. If violations include acts or omissions by the ACCSB Executive Director/DHS Deputy Director, the Compliance Officer shall report directly to the ACCSB and the DHS Director (or designee).

*Wendy Crawford*

Approved: \_\_\_\_\_ November 15, 2023  
ACCSB Chair Date

*Sebrah Warren*

Approved: \_\_\_\_\_ November 15, 2023  
ACCSB Executive Director/DHS Deputy Director Date

Policy ACCSB-12  
DEVELOPMENT OF GRANT APPLICATIONS  
Adopted June 16, 2004

Purpose: To provide guidance for developing grant applications.

Policy: Program staff of directly operated ACCSB programs and of contractual agencies with ACCSB/DHS may submit grant applications based on the following guidelines:

- Demonstrate relevance to the mission of the ACCSB and its related populations
- Be coordinated with all appropriate service providers. Joint submissions with other local agencies are strongly encouraged.
- Address cost assumption when grant funding for the project is expected to be reduced or terminated at the end of or during the grant period
- Inform the appropriate ACCSB committee(s) when possible
- Forward grant application directly to the funding source when submission time frame is short and if approved by the ACCSB Executive Director/DHS Deputy Director. The ACCSB Executive Director/DHS Deputy Director will notify the appropriate committee(s) of the ACCSB of this action.
- Meet County Board requirements for information on grant applications per the County Board policy <https://www.arlingtonva.us/files/sharedassets/public/commissions/documents/csb/grants-policy-sept-2019.pdf>

*Wendy Crawford*

Approved: \_\_\_\_\_  
ACCSB Chair

November 15, 2023  
Date

*Sebnak Warren (CSB)*

Approved: \_\_\_\_\_  
ACCSB Executive Director/DHS Deputy Director

November 15, 2023  
Date

Policy ACCSB-13  
BILLING AND COLLECTION  
Adopted June 16, 2004

Purpose: To provide guidance for the establishment, assessment and collection of fees for services rendered to individuals receiving ACCSB services through its directly operated programs and contractual agencies and to assure that such fees are established in accordance with state statutes and regulations, in recognition of fiscal constraints, and in consideration of the individual's need for services.

Policy: The Department of Human Services (DHS) charges fees for behavioral healthcare services provided to individuals based on admission criteria established by ACCSB Policies 111-113. Although tax dollars are the primary source of revenue, all financially responsible individuals are expected to pay for services rendered. It is ACCSB policy that payment for services is a valuable component of the therapeutic process; however, no one will be denied services for an inability to pay.

The fee and income scales shall be reviewed and/or revised on an annual basis or more frequently to adjust for policy additions and/or revisions.

Fees

The Arlington County Board approved the establishment of a system whereby individuals are held responsible for fees based on their ability to pay as determined by the income and fee scales, because actual cost of services would be prohibitive to many individuals. State and local tax dollars, as well as Medicaid, Medicare, insurance payments and grants subsidize the difference between the actual cost of service and the fees. It is the policy of DHS that:

- Fees for all services will be determined by income and family size of the individual receiving services, parent, guardian or other financially responsible party and based on a sliding scale unless otherwise specified (e.g., contractual terms of funding as in a special grant). The individual's fee is the portion of the actual charge for which he/she is personally responsible.
- The fee schedule is based upon the adjusted gross income of the family minus expenses related to medical and dependent care, as defined by IRS Publications 502 and 503. The Financial Assessment Form and Fee Contract are completed at intake. The financial forms are to be completed annually or sooner if the individual reports a change in income of +/- \$1,000 and should be based on the verified annual adjusted gross income.
- Income and family size should be verified at the time of intake using one or more of the following documents: Income tax/W-2 forms, or copies of public assistance entitlements/benefits (e.g., TANF, Medicaid, Section 8 certificate, proof of medical expenses and dependent care). Individuals will be assessed a full fee pending income verification.
- Individuals who state they are unable to pay should notify their designated staff contact (e.g., primary therapist, case manager, support services coordinator etc.). Individuals should be encouraged by their staff contact to make minimum payments, if necessary, to keep their account from being forwarded to collections and/or to schedule an updated financial assessment, if income or expenses have changed per this policy.

- No overdue balance shall be turned over to the Treasurer’s Office for collections if a payment (in any amount) is made every 120 days (or fewer). Balances of \$50 or more shall be turned over to collections if no payment is made within 120 days. Hospitalized or incarcerated individuals will not be sent to collections.

Insurance, Payment and Billing

- Insurance providers will be billed the contracted rate for services provided.
- Individuals who refuse to sign the assignment of benefits will be assessed full fees.
- Billing statements will be mailed monthly for all accounts of any balance.
- Designated staff contacts will be notified that a client account is delinquent prior to sending the account for formal collections. This staff contact will communicate with the client to facilitate minimum payments.
- Delinquent balances will be forwarded to the Treasurer’s Office for collection after 120 days of non-payment.
- Unpaid balances may be written off under the following circumstances:
  - Account is deemed “uncollectable”
  - The closed account is less than \$50 and cannot be submitted to collections because it is not cost effective to pursue collection
  - Individual receiving services files bankruptcy and DHS is named as a creditor
  - Individual receiving services is deceased

*Wendy Crawford*

Approved: \_\_\_\_\_ November 15, 2023  
 ACCSB Chair Date

*Sebrak Warren*

Approved: \_\_\_\_\_ November 15, 2023  
 ACCSB Executive Director/DHS Deputy Director Date

References: 37.2-504 (A) (7), Code of Virginia, 1950, as amended; 37.2-511 and 37.2-612, Code of Virginia, 1950, as amended; 20.0-61 Code of Virginia, 1950, as amended; 37.2 Code of Virginia, 1950, as amended

Policy ACCSB-14  
STAFF CREDENTIAL DOCUMENTATION FOR THIRD PARTY PAYORS  
Adopted June 16, 2004

Purpose: To provide direction to all DHS employees and relevant contractors in ACCSB programs on the requirement to enroll all direct care staff and their immediate supervisors as credentialed providers with third party payors designated by the ACCSB.

References: 37.2-504, Code of Virginia, 1050, as amended

Policy: All direct care, merit, exempt, full-time and part-time employees and their immediate supervisors must provide credentialing information so the ACCSB can establish and maintain provider agreements with insurance companies, HMOs, managed care companies, and third-party payors. Direct care services include prevention, intervention, treatment, rehabilitation, habilitation, residential, case management, and other support services delivered by ACCSB staff to individuals who receive their services from the ACCSB.

All direct service staff and their immediate supervisors must complete and keep current all required components of their credential file.

*Wendy Crawford*

Approved: \_\_\_\_\_ November 15, 2023  
ACCSB Chair Date

*Sebrah Warren*

Approved: \_\_\_\_\_ November 15, 2023  
ACCSB Executive Director/DHS Deputy Director Date

Policy ACCSB-15  
QUALITY IMPROVEMENT AND RISK MANAGEMENT  
Adopted June 16, 2004

Purpose: To provide guidance for the development of quality improvement and risk management plans for ACCSB services rendered to individuals through its directly operated and contractual agencies and to assure that such plans are developed in accordance with required local, State and Federal performance and outcome measurement systems, including the State Comprehensive Human Rights Information Data System.

References:

- ACCSB Bylaws Article III.1 Mission
- ACCSB Bylaws Article III.4 Principles/Values

Policy: It is the policy of the ACCSB that:

- The development and implementation of the quality improvement and risk management plans are in concert with the ACCSB’s Mission Statement and its Values and Principles and in accordance with Arlington County’s Risk Management policies.
- The ACCSB Executive Director/DHS Deputy Director (or designee) will collaborate with Federal, State and County officials to identify the essential components of quality improvement and risk management plans and develop them accordingly.
- The ACCSB Executive Director/DHS Deputy Director (or designee) will develop a quality improvement system that reviews clinical documentation on a regular basis to ensure quality of services and to reduce risks per State requirements. <https://law.lis.virginia.gov/admincode/title12/agency35/chapter105/section520/>
- Annual Performance Measurement Plans (PMP) will be developed and made publicly available.
- The ACCSB Executive Director/DHS Deputy Director and staff are encouraged to participate in applied research projects when the results of the project are likely to benefit individuals receiving ACCSB services. These research projects will be carried out in accordance with State, County and DHS policy.

*Wendy Crawford*

Approved: \_\_\_\_\_ November 15, 2023  
ACCSB Chair Date

*Sebrach Warren*

Approved: \_\_\_\_\_ November 15, 2023  
ACCSB Executive Director/DHS Deputy Director Date

Policy ACCSB-16

ASSESSMENT OF APPLICANTS; APPEALS AND RESOURCES FOR INELIGIBLE APPLICANTS

Adopted June 21, 2006

Purpose: To ensure that individuals requesting ACCSB assistance are assessed, and those found ineligible are provided appeal opportunity and resources.

References; Department of Behavioral Health and Developmental Services Licensing Regulations, 12 VAC 35-105-640

Policy: In accordance with State regulations, the ACCSB will ensure that all persons who request mental health, developmental disability and substance use services are assessed in a timely manner for appropriate services.

Individuals requesting services shall be provided an assessment by a clinician to identify physical, medical, behavioral, functional, and social strengths, preferences and needs, as applicable. An assessment is intended to identify the individual's service, health and safety needs to determine whether the agency is able to provide the needed services.

Individuals deemed ineligible will be provided information about appealing the decision and alternative resources.

*Wendy Crawford*

Approved: \_\_\_\_\_

ACCSB Chair

November 15, 2023

Date

*Sebrah Warren*

Approved: \_\_\_\_\_

ACCSB Executive Director/DHS Deputy Director

November 15, 2023

Date



Policy ACCSB-17  
COMMITTEE MEMBERSHIP REQUIREMENTS  
Adopted June 21, 2006

Purpose: To establish requirements for individuals serving on committees (Child and Youth, Developmental Disabilities, Mental Health, Substance Use Disorder) of the ACCSB, who are not ACCSB members.

Policy: Committee membership of non-ACCSB members shall follow the requirements of the ACCSB bylaws (Article V.1 Terms of Office) and ACCSB policies including ACCSB policy CSB 181, "Privacy, Security, and Confidentiality."

The following policies apply to committee members who are not ACCSB members:

- Committee members shall have no conflict of interest and be appointed by the Chair of the Committee
- Committee members are encouraged to participate in training and orientation activities provided by the ACCSB. Committee chair members will be responsible for orienting committee members to committees.
- Committee Chair will consult with the ACCSB Chair and CSB Executive Director prior to the removal of a committee member. A committee member may be removed by the Committee Chair for cause (including lack of attendance) after being given a written statement of the cause(s) and an opportunity to respond. Committee members can appeal the removal to the ACCSB Chair
- Committee members will not be compensated for ACCSB-related expenses.
- Committee members are expected to prepare for meetings, read distributed materials, participate actively in committee discussions, and contribute their knowledge, skills and expertise.
- After discussion with ACCSB Chair, committee members may be designated by Committee Chair to act as spokesperson.

*Wendy Crawford*

Approved: \_\_\_\_\_ November 15, 2023  
ACCSB Chair Date

*Sebrah Warren*

Approved: \_\_\_\_\_ November 15, 2023  
ACCSB Executive Director/DHS Deputy Director Date

Policy ACCSB-18  
HUMAN RIGHTS and DISPUTE RESOLUTION  
Adopted June 16, 2004

**Purpose:** To assure that individuals and their advocates have avenues to resolve concerns, issues, or disagreements regarding services without adversely affecting their access to or receipt of appropriate types and amounts of current or future services in services licensed by the Department of Behavioral Health and Developmental Services (DBHDS) . The ACCSB values the dignity of each individual and shall proactively protect their rights and voices.

**References:** Commonwealth of Virginia “Rights of Individuals Receiving Services”: Each individual receiving services in a hospital, training center, other facility, or program operated, licensed, or funded by the DBHDS, excluding those operated by the Department of Corrections, shall be assured his legal rights and care consistent with basic human dignity insofar as it is within the reasonable capabilities and limitations of the Department, funded program, or licensee and is consistent with sound therapeutic treatment  
<https://law.lis.virginia.gov/vacode/title37.2/chapter4/section37.2-400/>

**Policy:** It is the policy of the Board to empower each person served to actively participate with the treatment team to promote recovery, progress, and well-being.

It is the policy of the Board that concerns, complaints or disagreements expressed by persons served or staff regarding care or service providers be resolved promptly, at the lowest possible level and will not result in retaliation or barriers to service.

Individuals, their authorized representatives, family members and caregivers will be informed of their rights to resolve concerns, issues, disputes or disagreements and to make complaints about any aspect of CSB services or operations through various avenues including in writing at initiation of service/intake and at least annually thereafter and posted signage in program lobbies.

Individuals, their authorized representatives, family members and caregivers are encouraged to submit any complaints or concerns to their direct worker or their supervisor, and to escalate if needed for resolution. Staff members presented with concerns or complaints are required to offer to the client the contact information for the ACCSB Human Rights Advocate. Not all concerns and or complaints are human rights related.

This dispute resolution process will exist independently of the County Human Rights, Health Insurance Portability and Accountability Act (HIPAA), fee, fraud, fair housing and Americans with Disabilities Act (ADA), Department of Health Professions, Disability Law Center complaint processes.

Complainants will be informed of their rights to access other Departments and Agencies to report concerns regarding Human Rights, Health Insurance Portability and Accountability Act (HIPAA), fee, fraud, fair housing and Americans with Disabilities Act (ADA), Department of Health Professions, Disability Law Center and can be referred to the DHS Compliance Team for assistance in understanding and using the established and proper federal, state, county or CSB

complaint process, processes and the options for resolution and the elements of confidentiality involved.

The ACCSB shall comply with the Commonwealth of Virginia “Regulations to Assure the Rights of Individuals Receiving Services from Providers Licensed, Funded, or Operated by the Department of Behavioral Health and Developmental Services”. All concerns related to rights specified in <https://law.lis.virginia.gov/admincode/title12/agency35/chapter115/> shall be addressed according to the processes outlined in the regulations.

Questions or assistance, contact:  
DHS Quality Assurance Manager 703-228-4898  
Virginia Human Rights Advocate 877-600-7437

*Nendy Crawford*

Approved: \_\_\_\_\_ November 15, 2023  
ACCSB Chair Date

*Sebrah Warren (SBA)*

Approved: \_\_\_\_\_ November 15, 2023  
ACCSB Executive Director/DHS Deputy Director Date

Policy CSB-19

MARY MARSHALL ASSISTED LIVING RESIDENCE (MMALR) ELIGIBILITY

Adopted June 16, 2004

Purpose: To ensure that admission to the Mary Marshall Assisted Living Residence is determined on the basis of the approved eligibility criteria.

Policy: Admission to MMALR shall be based on these eligibility criteria:

- Age 55 and older
- Serious mental illness and/or developmental disability that interferes with Activities of Daily Living (ADLs) and Instrumental Activities of Daily Living (IADLs)
- Not a registered sex offender
- Individual income does not exceed allowable maximum annual gross income level and/or are eligible to receive up to the maximum Auxiliary Grant
- Individual must be able to pay by auxiliary grant, Housing Choice project-based voucher, Housing Choice tenant-based voucher, or private pay. Private pay individual income must not exceed HUD limit.
- Continent or able to manage own incontinence needs with minimal assistance from staff
- May need assistance with medication management
- Within past 6 months, individual does not present an imminent physical threat or danger to self or others (I.e., suicide attempt or aggressive behavior). If an individual has a violent history and is being considered for admission to MMALR with a Housing Choice voucher, their referral needs to be screened and approved with the Public Housing Agency (PHA) Housing Choice office prior to referral to MMALR
- Individual does not present with active alcohol and/or substance use that is deemed detrimental to them or would be potentially disruptive to the residence. Individual must have a sustained period of abstinence from their drug(s) of choice prior to their admission (approximately 6 months).

Individuals meeting the following additional criteria will be granted priority for admission:

- Critical housing need, such as sudden loss of sole caregiver, imminently homeless within 3 months, or in an abusive, neglectful or unsafe situation
- No other Assisted Living Facility options available in the Commonwealth due to reasons related to assets and income
- Medical needs cannot be optimally met in current living environment
- Ready and willing to transition

Individuals who otherwise meet the eligibility admission criteria should not be excluded based on level of function or ability to pay.

*Wendy Crawford*

Approved: \_\_\_\_\_ November 15, 2023  
ACCSB Chair Date

*Sebastian Warren*

Approved: \_\_\_\_\_ November 15, 2023  
ACCSB Executive Director/DHS Deputy Director Date

Policy ACCSB-20  
OUTSOURCING  
Adopted June 16, 2004

Purpose: To provide direction and guidelines for expanding services through outsourcing.

References: Arlington County Purchasing Resolution

Policy: The ACCSB may choose from a number of alternative delivery strategies to fulfill its responsibility to ensure that an adequate system of mental health, developmental disability and substance use services are available to Arlington County residents.

Two general approaches are available:

- Contract services, wholly or partially, with agencies of the County government, other CSBs, profit-making entities, and not-for-profit organizations
- Provide direct services by DHS staff for programs under the auspices of the ACCSB

The ACCSB is to carefully determine prior to the inception of a new service which delivery strategy seems best able to produce the desired result. Similarly, it is the policy of the ACCSB to regularly review existing services funded or supported by the ACCSB's resources to assure that the chosen delivery mechanism remains optimal.

Whenever possible and practical, competitive procurement, in accordance with Arlington County procurement procedures, is the method by which third-party providers are recruited and selected.

When Arlington County issues a request for proposal (RFP) for ACCSB programs, regardless of the service delivery mode or particular vendor chosen to provide a service, compliance with Federal, State and local standards governing the service or funding, including the Arlington County Purchasing Resolution, is required.

When services are contracted with a third-party provider, reviews and program audits will be used as necessary to ensure quality and state-of-the-art services. A review of services may be conducted at any time during the term of the contract if concerns exist or if contract violations occur.

*Wendy Crawford*

Approved: \_\_\_\_\_  
ACCSB Chair

November 15, 2023  
Date

*Sehrish Warren (CSW)*

Approved: \_\_\_\_\_  
ACCSB Executive Director/DHS Deputy Director

November 15, 2023  
Date