



The Arlington Community Services Board

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Anne Marie C. Hermann
ACCSB Chair

April 17, 2019
2100 Washington Blvd.
Lower Level Auditorium
Arlington, Virginia
7:00 pm – Full Board Meeting

Deborah Warren
DHS Deputy Director/
CSB Executive Director

Present: Anne Hermann, Steve Taphorn, David FitzGerald, Frank Haltiwanger, Steve Gallagher, Wendy Carria, Jenette O’Keefe, Cherie Takemoto, Carol Skelly, Lynne Kozma, Asha Patton-Smith, Gretchen Foster

Excused: Judy Deane, Joanne Del Toro, Dori Mitchell, Jim Mack, Sherry Coles

Staff: Kelly Mauller, Ollie Russell, Deborah Warren

Public Comment(s)

Public comment is limited to 5 minutes. At the discretion of the CSB 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.

Ability to Pay Scale: Update

Ms. Warren introduced Jessica Rooney, Financial Management Analyst, and Glenda Pittman, Financial Management Bureau Division Chief. Ms. Pittman and Ms. Rooney presented an update about the CSB Ability to Pay Scale (Refer to Handout).

Ms. Rooney provided an update on the financial review process for policies as they apply to the implementation of the new Electronic Health Record system, Welligent. She added that, in reviewing the Financial Hardship Policy for clients, it was determined that updating the Ability to Pay Scale would be the most beneficial for clients and administrative staff.

Ms. Rooney provided an overview of the main goals in updating the Ability to Pay Scale:

- Simplify the Ability to Pay Scale and the Financial Hardship Policy to promote equitability for our clients
- Consistently apply policies for all clients
- Ensure efficiency in seeking out revenue is pursued to minimize the work that administrative staff perform in collecting client revenue
- Focus on our insurance reimbursements to simplify processes for client billing.

Ms. Rooney provided a summary of the purpose for revising the Ability to Pay Scale and the resulting solution:

Problem:

- Current income scale overly complicated for clients and staff
- Tied to three outdated measures of income
- Current hardship policy subjective and inconsistently applied

Solution:

- New Ability to Pay Scale reduced to seven levels of income
- Level 1 based on 2018 Federal Poverty Level
- Level 2 based on 2018 HUD Very Low-Income Limit
- No clients will see an increase in fees

Ms. Rooney provided an overview of the client income determination.

Income Level

- Determined by Annual Gross Income
 - Less medical and dependent care expenses
- Subsidizes service fees based on clients' identified level
- Full fee is equal to the maximum third-party rate for services

Current Scale

20 levels

Fees increase by varying percentages

Minimum \$5 fee

New Scale

7 levels

Fees increase by 20% at each level

Level 1 receives full subsidy

Ms. Rooney noted that 40% of CSB client fee balances, in formal collection procedures with the Treasurer's Office, are for individuals who live under the current Federal Poverty Level.

Ms. Skelly asked how the ability to pay scale affects families with children who receive services. Ms. Rooney responded that a family at the level 1 ability to pay (under the Federal Poverty Level), is a family of 3. The fees increase by 20% for each level through level 7, which consists of a family of 8.

Mr. FitzGerald asked what efforts are being implemented to change the culture of correct billing. Ms. Rooney responded that DHS is pursuing several different initiatives to maximize revenue including reviewing billing procedures. She added that the implementation of the new EHR will create more efficiencies in billing as well.

Mr. Gallagher asked what the increase in net revenue is expected to be. Ms. Rooney responded client fees for families who are under the Federal Poverty Level account for less than 1% of reimbursement revenue. She added that there will be a decrease in client revenue of approximately \$50,000. She noted that administrative staff will be able to focus on insurance revenue reimbursement which will increase by more than \$50,000. Ms. Pittman added that the DHS leadership team is dedicated to focusing on maximizing revenue.

Ms. Kozma asked if private insurance is accepted. Ms. Rooney responded that accepting private insurance is an option that DHS will pursue as a part of revenue maximization. Ms. Pittman added that a key element to accepting private insurance is the ability to be in network with insurance companies.

Mr. FitzGerald asked if Medicaid revenue is affected when an individual with serious mental illness receives services voluntarily as opposed to non-voluntary. Ms. Rooney responded that Medicaid will consider the medical necessity of the service, on a case by case basis, and that certain criteria must be met for that service to be covered.

Chair Hermann thanked Ms. Rooney and Ms. Pittman for presenting.

Approval of the March 20, 2018 ACCSB Meeting Minutes

Chair Hermann called for a motion to approve the March 20, 2019 ACCSB Full Board meeting minutes. Ms. Skelly motioned to approve the minutes, Mr. FitzGerald seconded the motion, and the minutes were approved as amended.

Primary Care Implementation

Ms. Warren provided an update about the Step VA Advisory Council (STAC) meeting. She stated that Step VA is the regulations going forward to strengthen the entire CSB system so that there is more consistency in services across the State. Ms. Warren noted that the first required steps were to implement Same Day Access and provide Primary Care Screenings. Arlington County has already implemented these two steps. The mandatory date to implement Primary Care Screenings is July 1, 2019.

Ms. Warren reported that STAC is working to define the remaining steps that CSBs are required to implement. She listed the remaining steps: peer support and parent partners, services to active military vets and their family members, outpatient services, intensive care coordination, emergency and crisis services. She added that a plan has been developed to implement the requirements across all CSB programs. The deadline to implement all the required steps is July 1, 2021.

Ms. Warren stated the definitions for two of the objectives for primary care screenings:

- 1) any child with serious emotional disturbance or any adult with serious mental illness and receiving targeted case management, will receive a primary care screening annually to include height, weight, BMI and blood pressure
- 2) any client who is prescribed antipsychotic medication by a CSB prescriber, will be screened and monitored for metabolic syndrome using the following guidelines:
 - Screened quarterly for weight height BMI and blood pressure
 - Screened annually for blood pressure, random glucose and lipids
 - Referral for any abnormalities

Ms. Warren stated that Primary Care Screenings are being performed by Neighborhood Health in the Sequoia III, Behavioral Healthcare building.

Ms. Warren stated that the Arlington CSB received \$163,00 in funding from the State to implement Primary Care Screenings. She stated that the entire state will receive \$15 million in funding. She noted that each CSB will receive funding equivalent to the cost of 2FTEs with a salary of \$60,000. Ms. Warren added that Northern Virginia will receive an additional 15% which would provide Arlington with a total of \$179,400 in funding for outpatient services. Ms. Warren stated that the State would like Arlington to hire 1FTE to support children's services and 1FTE to support adult services.

Ms. Warren reported that the State will provide a second disbursement based on a "needs based funding". Ms. Warren stated that Arlington may not receive any of this disbursement due to the "need" being based on the Behavioral Health System Assessment and Virginia VCU's Health Equity Index. She stated that Arlington tends to score to high on these system assessments to be able to receive additional funding.

Ms. Warren spoke about the Primary Care Screening Performance Plan. She stated that 85% of all DHS programs have a Performance Measurement Plan (PMP). She added that all PMPs include data on how much did we do (outputs), how well did we do it (quality), and is anyone better off (outcomes). Ms. Warren noted that State Commissioner Melton has requested that all CSBs utilize Arlington's PMP format as a template.

Mr. FitzGerald asked how individuals are brought in for a primary care screening. Ms. Warren responded that an individual cannot be forced to receive a screening. She added that the case manager works with the individual to identify the appropriate health practitioner who could perform the screening. The goal is to have 100% of individuals receive a screening.

CSB By-Laws

Ms. Warren opened a discussion about revisions to the CSB By-Laws (Included in Member Packet). Ms. Warren stated that DHS is committed to reviewing CSB administrative documents annually and revising them as needed. Ms. Mauller will email a copy of the By-Laws to the members for review. Members can submit any questions to Chair Hermann or Ms. Mauller. Mr. Russell noted that the By-laws were revised in alignment with the MOU between the CSB and the County Manager.

Ms. Warren suggested that the members review the CSB Values and Principles listed in the By-laws at a future meeting to discuss and consider including values related to recovery and equity.

Request for Proposal (RFP) Status: Group Home

Ms. Warren provided an update about the for the mental health group homes. She stated that the RFP was finalized in December and submitted to purchasing in January. She added that the RFP is expected to be out by the end of the fiscal year.

Ms. Skelly suggested addressing procurement procedures for contracts in a formal manner by sending a letter from the CSB to the County Board or County Manager. Ms. Skelly called for a motion to the CSB Full Board for the Executive Committee to send a formal letter to the County Manager and/or County Board regarding the status of CSB contracts waiting for renewal by the Procurement Office. Ms. O'Keefe seconded the motion. The members agreed unanimously.

New Member Recruitment

Chair Hermann announced that there is currently one vacancy on the board and several future vacancies. She added that the CSB is looking for diverse candidates. Ms. Warren stated that there are two individuals that have expressed interest in applying. Ms. Mauller explained the process for applying for membership.

Mr. FitzGerald asked about the purpose of holding a retreat. Chair Hermann explained that the CSB members meet annually on a Saturday which gives the members an opportunity to hold a more in-depth conversation focused on such topics as legislative advocacy. Ms. Warren added that typically there is an educational portion with dialogue. Ms. Patton-Smith added that the retreat provides an opportunity for the members to focus on 1 or 2 topics as opposed to multiple topics typical of a regular CSB meeting.

CSB Annual Retreat

Chair Hermann reminded the members that the CSB Spring Retreat (Refer to Handout) will be held on Saturday June 15th. Chair Hermann reported that Patrick Hope will attend as the lunch time speaker and present about working effectively with our General Assembly Delegation. She added that Jennifer Faison, VACSB Executive Director, will attend to present about improving legislative advocacy. Members should send questions for the speakers and topics of discussion to Chair Hermann and Ms. Mauller by the May 13th Executive Committee meeting. Chair Hermann noted that Ms. Skelly suggested having the difference explained between submitting an item as a budget amendment versus a bill.

Ms. Warren presented the resource, the Legislative Advocacy Guide for Voices for Children. She added that she ordered brochures to distribute to the members at the retreat. She stated that the brochure provides information on how to prepare and present to legislators, how to utilize presentation time effectively, the structure of State government, how a bill becomes a law in Virginia, understanding the budget process, etc.

Miscellaneous Updates/Information

- ✓ Ms. Warren announced that the InSHAPE Program is expanding and is now partnering with the Wellness and Recovery Program within the Behavioral Healthcare Division.
- ✓ Ms. Warren provided an update about the timeline for implementing the new Electronic Health Record (EHR), Welligent. She stated that part of the shift in culture around revenue maximization will occur once Welligent is implemented. Ms. Warren provided a timeline for the implementation:
 - April, May and June - working through business processes with the vendor
 - July - system fully configured by vendor and data tested
 - September - train staff
 - October - soft launch
 - November - go live

Ms. Takemoto asked if the new EHR will capture Medicaid reimbursement. Ms. Warren responded that the new EHR will be able to capture Medicaid reimbursement.

Ms. Skelly asked if management data would be available with the new EHR. Mr. Russell responded that standard reports will be available and that the new EHR will allow for research projects on data.

- ✓ Ms. Warren reported that the County is employing extensive outreach to ensure all Arlingtonians are counted in the 2020 Census. She added that a Census Kick-off meeting was held on April 1st. She added that an accurate count directly affects the amount of Federal funding that the County receives as well as representation in Congress. Census Day will fall on April 1, 2020.
- ✓ Chair Hermann read an email question from Ms. Takemoto. "I just got my Arlington news today and noted the following from the 2019 Community Report; the number of youth who said they received the help they needed for depression was so low for Black and Asian youth, that a percentage could not be reported. Is there a role here for the CSB?" Chair Hermann noted that is a role for the public-school system and asked the members for any comments.

Ms. Warren read findings from the 2019 Community Report:

- 30% of Arlington high school students reported experiencing feelings of sadness or hopelessness for 2 or more consecutive weeks during the year - of those students, only 30% reported receiving the help that they needed
- 6% of Arlington high school students reported that they attempted suicide in the last year
- 36% of Asian Arlington high school students reported feeling sad or hopeless
- 28% of Black Arlington high school students reported feeling sad or hopeless
- 37% of Hispanic Arlington high school students reported feeling sad or hopeless
- 23% of White Arlington high school students reported feeling sad or hopeless
- The highest percentage reported for attempted suicide was 11% of Hispanic Arlington high school students

Ms. Warren stated that Ms. Takemoto was referring to the evaluation tool Youth, Risk, Behavior Survey, which reports about youth that self-report. She added that, since 2010, the percentage of youth that self-report depression has remained steady. Ms. Warren provided an overview of prevention measures that have been implemented:

- Same Day Access
- Implementing a suicide action plan
- Working collaboratively with schools to align suicide protocols and complete mutual training

Ms. Patton-Smith and Mr. Haltiwanger will follow-up with the Child and Family Services Committee.

Ms. Takemoto asked if the full board could receive a presentation on the under utilization of the Crisis Intervention Center housed within the Behavioral Healthcare Division. Ms. Warren responded that a presentation could be scheduled. She added that there are action steps in place, in terms of working with the school system, to map out assets and train the social workers and the counselors about available resources and when to utilize them.

Ms. Carria stated that the schools are responding to the same information and developing key performance indicators for their data and programming on all tiers. She added that the schools are implementing initiatives that are not only targeted intervention but more prevention oriented. Ms. Carria stated that a program named Sources of Strength will be offered to all of the high schools next year. She added that Sources of Strength is a peer lead intervention program to assist students with services and support.

- ✓ Chair Hermann reported about the Public Budget and Tax Rate Hearings held on April 2nd and April 4th. Several CSB members presented at the budget hearing. Chair Hermann reported that the CSB had good representation at the budget hearing. Chair Hermann presented at the tax rate hearing.
- ✓ Chair Hermann reported about the Annual Offender Aid and Restoration (OAR) Second Chance Breakfast held on April 9th at the Crystal Gateway Marriott. She stated that the CSB was well represented and that she has envelopes available if anyone would like to make a donation.
- ✓ Chair Hermann announced that the VACSB Training and Development Conference will be held May 1st through May 3rd in Williamsburg. The conference features skill-building, innovative practices and unique models of Community Service Boards/Behavioral Health Authorities (CSB/BHA) and regional programs. Anyone interested in attending should contact Ms. Mauller as soon as possible.
- ✓ Chair Hermann announced that Cynthia Schneider, Commission on Aging (COA), will present about the COA "Age Friendly Initiative" at the May 20th CSB full board meeting. Chair Hermann read a summary of the initiative; "during our short presentation, Linda Kelleher and Martha Villanigro-Santiago, the Co-Chair and COA of Housing and Supportive Services Committee will explain the initiative. The initiative is to collect feedback on the Age Friendly Arlington Initiative including components of the livable community. We are especially anxious to hear from CSB members as to what you feel is needed to make Arlington a more livable community". Chair Hermann stated that the presentation will focus on housing for aging community members. She will attempt to get more information prior to the presentation.
- ✓ Chair Hermann distributed a recruitment flyer for the Mary Marshall Community Advisory Council. Anyone interested in joining should contact Kay Halverson, Administrator at khalverson@voa.org.
- ✓ Ms. Mauller reminded the members that the CSB Annual June Awards Ceremony will be held on June 19th, one hour prior to the CSB Full Board meeting at 6:00 p.m. at 2100 Washington Boulevard in the lower level auditorium. Ms. Mauller asked the members to consider Community Partner nominations.
- ✓ Ms. Warren reported that she, Tabitha Kelly, Child and Family Services Division Chief, along with Judges, the Commonwealth Attorney's Office, the Court Services Unit, the Office of the Public Defender, the

Police Department and the School System attended a week-long training about reducing racial and ethnic disproportionality in the juvenile justice system. She added that, as a part of the program, the team will create a capstone project, to include a logic, implementation and value plan, over the next two years. She noted that the project will be created through the Center for Juvenile Justice Reform, a national program at Georgetown University. Ms. Warren stated that 13 communities were selected to participate in the training. She added that the team received approval for their capstone proposal. She stated that the project is to reduce the number and percentage of youth of color who receive technical violations_____ and penetrate further into the juvenile justice system.

Ms. Warren stated that, as a result of the capstone proposal being accepted, the team has welcomed into the Center for Juvenile Justice Reform Fellowship Network. The team will work to engage family members and youth for input in the project.

- ✓ Ms. Warren reported that the Northern Virginia Juvenile Detention Home has had a steep decline in bed utilization over the past decade. She noted that there has been a juvenile justice transformation at the state level. She added that there is a shift to more community based services and diversion of youth entering the detention center. Ms. Warren stated that the detention center is funded by Arlington, Alexandria and Falls Church. She reported that an RFP was developed to perform an intense analysis for the utilization of the detention home. She added that the RFP was submitted through Alexandria's purchasing department and offered to vendors. Ms. Warren noted that the goal is to complete the process in May, select a vendor and complete the analysis.
- ✓ Chair Hermann thanked the members for their advocacy. Ms. Warren thanked the members as well.

Adjournment

The Arlington County Community Services Full Board meeting was adjourned by Chair Hermann at 9:00 p.m.

Respectfully submitted by Kelly Mauller