



The Arlington Community Services Board

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Jenette O'Keefe
ACCSB Chair

November 20, 2019
2100 Washington Blvd.
Lower Level Auditorium
Arlington, Virginia
7:00 pm - Full Board Meeting

Deborah Warren
DHS Deputy Director/
CSB Executive

Present: Sherry Coles, Asha Patton-Smith, Jim Mack, Steven Gallagher, Cherie Takemoto, Dave FitzGerald, Lynne Kozma, Bob Carolla, Jenette O'Keefe, Dori Mitchell, Carol Skelly, Anne Hermann

Excused: Wendy Carria, Frank Haltiwanger, Steve Taphorn, Paul Kalchbrenner, Joanne Del Toro, Gretchen Foster

Staff: Deborah Warren, Ollie Russell, John Palmieri

Guests: Suzanne Joy, Paulette Staton

Welcome and Opening Statements

Chair O'Keefe thanked the members for attending the meeting and welcomed the presenters, the award recipient and the public commenter.

Chair O'Keefe stated that Betsy Greer, longtime advocate for services for individuals who cannot advocate for themselves, passed away. She distributed condolence cards for the members to sign to give to Ms. Greer's family. Chair O'Keefe read a letter that she composed, from messages she received, about Ms. Greer's legacy of advocacy. Chair O'Keefe asked the members to contact her or Ms. Mauller for additional information about funeral services.

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.

Paulette Staton with Global Health Services presented public comment. Ms. Staton stated that Global Health Services recently received approval to provide developmental disability services, through the developmental disabilities waiver program, for a new group home in Fairfax County near Mt. Vernon. She noted that she is attending the meeting to introduce Global Health Services. She stated that the four-bedroom group home provides full residential services.

Ms. Staton's son, Mr. McKinney, stated that he and Ms. Staton have 20 years of experience working with individuals with developmental disabilities. Mr. McKinney distributed informational brochures.

CSB Staff Recognition Award

Lizabeth Schuch, Recovery and Wellness Manager, Behavioral Healthcare Division, was nominated to receive the November 20, 2019 staff recognition award. Ms. Schuch was nominated by the CSB members for organizing the annual recovery month event at Bus Boy's and Poets. John Palmieri, Behavioral Healthcare Division Chief, spoke about Ms. Schuch. Mr. Palmieri stated that, in addition to organizing the annual Bus Boy's and Poets event, Ms. Schuch works tirelessly to promote recovery and improve engagement in the community.

Ms. Schuch stated that she is honored to be recognized for her work and thanked the CSB members.

Presentation: Arlington Digital Equity Initiative

Jim Baker, Administrative Officer, Aging and Disability Services Division, and Caitlin Hutchinson, Assistant Director, Department of Human Services, presented about Arlington's Digital Equity Initiative. Ms. Hutchinson stated that DHS and other departments in the County have been collaborating on the initiative which will begin in a few weeks.

Ms. Hutchinson stated that, according to the U.S. Census Bureau's 2013-2017 American Community Survey 5-year estimates, approximately 16% of households in Arlington do not have access to a fixed home broadband internet connection. She added that, 72% of households that lack access to broadband internet connection earn \$75,000 or less annually.

Ms. Hutchinson stated that digital equity is important because a digitally engaged community improves individual success, attracts local investment, improves workforce readiness and bolsters engagement. She noted that access to the internet and digital connectivity enables residents to:

- Complete schoolwork online
- Access healthcare resources
- Communicate with friends and family
- Research and apply for jobs
- Make appointments public safety awareness participate in civic engagement
- Pay bills online

Mr. Baker explained a few of the benefits of digital equity. They are as follows:

- Increased opportunities for internet access will support more accurate counting for the 202 Census and ensure that all Arlington residents are counted
- Students will be able to complete homework at home as opposed to being forced to use internet at school after hours, at the public library or at a friend's house
- Residents will have greater opportunity to the benefits of telehealth which can save time and money, reduce patient transfers, decrease emergency department and urgent care center visits

Mr. Baker provided an overview of projects related to digital equity that are already in place in Arlington. They are as follows:

- Free digital literacy, basic computer, productivity application, programming, and one-on-one training opportunities through libraries, DHS, APS and DPR
- Arlington Mill provides free, in-unit high speed internet access
- Culpepper Garden holds a "Technology Pitch Day" event
- Free internet access at 20 public libraries and community centers

Mr. Baker stated that Arlington's vision for digital equity is for all Arlingtonians to have the information technology capacity needed to fully participate in the community and economy. He noted that connectivity, access, education and training, and program sustainability and community capacity are a few of the strategies that will be addressed. Ms. Hutchinson stated that the digital equity action plan proposal will establish a

policy framework and set guiding principles and strategies for achieving Arlington's digital equity goals. She added that a 9 to 12-month planning process has been proposed to culminate a Digital Equity Action Plan to be adopted by the County Board.

Ms. Hutchison invited the CSB to attend a kick-off meeting on December 3rd from 6:30 p.m. to 8:30 p.m. at the Arlington Mill Community Center. Ms. Hutchison will send additional information to Ms. Mauller to forward out to the members. Ms. Hutchison asked for representation from the CSB for several focus group discussions.

Chair O'Keefe asked the members to contact her or Ms. Mauller if they would be interested in attending the kick-off meeting or joining the focus group.

Presentation: Behavioral Health Crisis Response System

Alexis Mapes, Emergency Services Supervisor, Behavioral Healthcare Division Chief, presented about the Behavioral Health Crisis Response System.

Ms. Mapes provided an overview of Emergency Services staffing history since 2017.

2017

- Comprised of 1 Supervisor, 8FTEs, 2 Peers and 4 PRNs
- In addition to Emergency Custody Orders (ECO) and Temporary Detention Orders (TDO) assessments, crisis intervention and management, staff are responsible for:
 - Court coverage in Arlington twice a week
 - Court coverage in Fairfax five times per week
 - After-hours jail coverage
 - Mandatory Outpatient Treatment (MOT)
 - Office-based Crisis Stabilization (OBCS)
- Primarily single coverage overnights, weekends and holidays

Since 2017

- Addition of 2 Assistant Supervisors to provide nearly 24/7 live supervisory support
- Addition of 1 weekend overnight position
- Addition of 3 specialized positions for MOT, Co-responder and Diversion First programs
- Peer positions have been expanded responsibilities in the division but continue to support Emergency Services

Ms. Mapes provided a few data points for fiscal year 2019.

- Conducted 870 preadmission screening assessments
- 2,312 face-to-face contacts were completed
- 20,011 phone calls were placed to Emergency Services
- There were 16 (duplicative) MOT clients
- Conducted 207 Emergency Services face-to-face interventions with youth (9% of all face-to-face interventions)
- 49% of face-to-face interventions were conducted off site

Ms. Mapes provided additional information about the MOT, Mobile Crisis and Community Response, Diversion First and Co-responder positions.

MOT

- 1FTE - MOT 24 hrs./Arlington Court Liaison 16 hrs./Emergency Services as needed
- Performs monthly MOT court reviews
- Checks in weekly with client and case management
- Provides quarterly status reports and increased measures/tracking of recidivism

Mobile Crisis and Community Response – Key elements for best community practice

- Call center with triage
- Flexible, mobile crisis response tailored to the client's circumstance
- Diversion, follow-up and short-term crisis support to prevent unnecessary hospitalization or legal involvement, further escalation and future crisis

Core Community Response (Level 1): 24/7/365- ES Clinicians respond to requests for crisis intervention and assessment. Capacity to provide out of office response will depend on acuity and other demands at the time of request. Priority for Diversion first position will be on rapid deployment to crises involving youth and young adults. ES clinicians will be deployed alone or in pairs primarily to secure locations or where risk of violence is assessed to be low (vhc, aps, a-span, acdf, access, phoenix house, etc.). ACPD will be asked to assist in situations of unknown or elevated risk. 9 FTEs including Diversion First clinician, 4 PRNs, & 2 Asst. Supervisors

Enhanced Community Response (Level 2): Co-Responder position, 40 hours weekly- responds with ACPD, EMS, or other public servant to all locations; Primarily for de-escalation, crisis management, outreach, follow -up and Linkage to services 1FTE beginning 1/5/2020, 1 pending

Diversion First

- 40 hours per week – Tuesday through Saturday
 - Provides crisis intervention and management, hospital diversion, and coordination across youth (ages 0-22)
 - Provides outreach support, monitoring and navigation for clients receiving Children's Regional Crisis Response (CR2) and Regional Educational Assessment Crisis Response and Habilitation (REACH) services
 - Provides outreach support, monitoring and navigation for youth currently hospitalized or in residential care or discharged from a higher level of care within the past 30 days
 - Provides outreach support, monitoring and navigation for high risk youth on Risk Management Program (RMP) or who are high utilizers of emergency or legal services
 - Co-responds with ACPD for cases meeting criteria for police presence
- Provides Community Response Levels 1 and 2
- Responds with ACPD and other responders as needed

Co-Responder

- 40 hours per week – Monday through Friday
- Rides along with ACPD/EMS, or with another clinician as indicated by client need
 - Real time response with police for 911 calls identified as mental health related
 - Provides outreach support, monitoring and navigation for clients receiving crisis stabilization services
 - Provides outreach support, monitoring and navigation for youth currently hospitalized or in residential care or discharged from a higher level of care within the past 30 days
 - Provides outreach support, monitoring and navigation for high risk youth on RMP or who are high utilizers of emergency or legal services
- Primarily provides Community Response Level 2
- An additional grant funded position is being created to support the launch of the Co-Responder Program

Ms. Mapes provided an overview of future goals.

- Develop clear communication protocols
- Increase mobile crisis capacity and flexibility
- Increase utilization of services in the Crisis Intervention Center (CIC)
- Training; revise CIT curriculum as needed, system wide protocols, home safety protocols
- Evaluation of services; DBHDS required data, ACPD data, % community response, % mobile crisis response vs. ACPD vs. Co-Responder response, CIC utilization

Ms. Takemoto asked if Emergency Services staff are trained in de-escalation techniques for individuals with autism and/or developmental disabilities who are in crisis. Ms. Mapes responded that Emergency Services partners with REACH, which is a regional service that provides assessments for individuals with a developmental disability.

Chair O’Keefe asked if Emergency Services has staff who are bilingual. Ms. Mapes responded that there are two bilingual, Spanish speaking staff.

Ms. Mitchell asked what would happen if there is an incident outside of the Co-Responders 40 hours. Ms. Mapes responded that staff will triage the incident based on acuity and the nature of the request. She added that staff would go into the community alone to a facility (VHC, the jail, etc.) where there are professionals to support them. She further added that staff would travel with police if the conditions of the incident were unsafe or in an unknown location.

Ms. Kozma asked what is attributing to the shortage of staff. Ms. Mapes responded that the attributing factors are salary, the hours and the nature of the job.

Ms. Kozma asked if there is an on-going training program. Ms. Mapes responded that the State requires that Emergency Services staff are pre-screen certified.

Mr. FitzGerald asked what the current goal is for the new Co-Responder position to begin. Ms. Mapes responded that the position will begin traveling with the police on January 6th. The position is being staffed by an individual who has already received pre-screening training.

Ms. Mitchell commented that she would like to hear more about the Alternative Transport process.

Ms. Hermann asked if position salaries have increased enough to be competitive with other local jurisdictions in order to reduce staff turn-over. Ms. Mapes responded that the hours, not salary, are the primary reason for staff turn-over. Ms. Warren announced that the County is beginning a salary study of all clinical positions.

Chair O’Keefe thanked Ms. Mapes for presenting.

Presentation: Overview of Jail Diversion Efforts

Kelly Nieman, Assistant Supervisor, Forensic Team, Client Services Entry, presented an overview of Arlington’s Jail Diversion team, the services provided, and intercepts that are in place.

Ms. Nieman distributed a handout about Arlington County’s Sequential Intercept Model (SIM). She stated that the SIM breaks down which program staff are involved with each intercept. She noted that there are 5 intercepts; Law Enforcement, Initial Detention and Initial Court Hearings, Jails and Courts, Re-entry, and Community Corrections.

Intercept 1 – Law Enforcement

- The Forensic Jail Diversion Team is the only team that provides back-up services to Emergency Services
- Assists intermittently with Crisis Intervention Training (CIT) training. CIT is training for local law enforcement on how to deescalate and collaborate with individuals with Serious Mental Illness (SMI) in crisis in the community
- Provide Roll Call Training with Sheriff's Deputies, the Pentagon, Arlington County Police Department (ACPD) etc.
- Participates in the Trespass Alternative Program (TAP), which focuses on the collaboration between Emergency Services, ACPD and Forensic Jail Diversion of the homeless outpatient team to divert individuals in the community who are frequently arrested for trespassing
- Work with individuals who are frequent users of the Mental Health System

Intercept 2 – Initial Detention and Initial Court Hearings

- Intercept 2 focuses on diversion of individuals immediately after arrest
- The Magistrate Post-Booking Project focuses on collaboration with the Magistrate's Office to assess individuals in the jail who have committed various crimes and develop a community linkage plan to divert individuals back into the community
- The Court Based Diversion Program and the Bond Diversion Program are an expansion of the Magistrate Post-Booking Project. The programs are designed to assess individuals who are arrested after staff hours

Intercept 3 – Jails and Courts

- Intercept 3 focuses on individuals with higher needs who are not able to be diverted from jail for various reasons and have been incarcerated
- The Western State Discharge Planner works with any individual from the Arlington County Detention Facility that has been found to be incompetent to stand trial and requires in-patient hospitalization
- Monitoring and managing individuals who have been acquitted as Not Guilty by Reason of Insanity (NGRI)
- Conducts Competency to Stand Trial (CST) evaluations and provides Restoration and Competency Services for individuals for whom it is appropriate for restoration in the community
- There are 2 staff assigned to the Drug Court Program.

Intercept 4 – Re-entry

- Intercept 4 focuses on after the individual has been released after serving a court sentence, returning from Western State Hospital and were not able to be diverted from jail.
- Release planning services identify where an individual will receive services
- Attends re-entry committee meetings, which is a group of individuals from both the CSB and jail professionals, that meet to identify individuals who have release dates from the jail and need service coordination

Intercept 5 – Community Corrections

- Intercept 5 is for individuals who are currently in the community and may have additional legal obligations such as probation
- Project Exodus focuses on collaboration and service integration between DHS, CSB and probation officers to reduce probation violations and to ensure that individuals who have had repeated incidents or difficulty connecting to services to be successful in probation. Project Exodus is a peer run program
- The Re-entry Program Unit (RPU) is located at the RPC Shelter. The program has 6 beds and is only for males. The program focuses on individuals that are re-entering the community and provides wrap around services

Behavioral Health Docket

- The Docket will include both a pre-plea and post-plea option
- The Docket will cross all of the intercepts
- Ms. Nieman will be the Behavioral Health Docket Coordinator

Mr. FitzGerald asked if the Monday and Friday court appearances would dissolve into the Wednesday docket. Ms. Nieman responded that as the Magistrate Post Booking, Court Based and Bond Diversion Programs expand to include individuals who are not Arlington residents, the Behavioral Health Docket focuses on only Arlington residents.

Mr. Gallagher asked if the State funding for the Behavioral Health Docket is spread throughout the intercepts or if the State focuses on certain intercepts. Ms. Nieman responded that originally all of the funding was from the State but that, as overhead costs increased, local funding was utilized to supplement funding. She added that the bulk of funding is utilized for Intercept 2.

The members thanked Ms. Nieman for presenting.

Approval of the October 23, 2019 ACCSB Meeting Minutes

Chair O'Keefe called for a motion to approve the October 23rd, 2019 ACCSB Full Board meeting minutes. Ms. Takemoto motioned to approve the minutes, Ms. Skelly seconded the motion, and the minutes were approved as amended.

Chairman's Report

- Chair O'Keefe asked the members for any comments regarding the CSB Legislative Delegation Forum held on November 6th with Arlington's Legislators. She noted that Delegate Sullivan and Senator Ebbin were the only legislators that attended the meeting. The committee Chairs presented.

Mr. FitzGerald commented that it would have been beneficial to have better representation from the legislators.

The members discussed speaking with the legislators about a more appropriate date to hold the forum and whether to request that a senior member of their staff attend.

- Chair O'Keefe turned the floor over to Ms. Hermann. Ms. Hermann announced that Secret Santa is collecting Secret Santa gift cards for the residents of the Mary Marshall Assisted Living Residence (MMALR). Group home residents will also receive gift cards. She stated that Target gift cards are preferred in denominations of up to \$25. Ms. Hermann noted that cash and check donations are welcome. Checks should be made out to the Arlington County Treasurer. Ms. Mauller will provide the tax forms to the members.
- Chair O'Keefe announced that Steve Gallagher is stepping down as CSB Vice Chair. Chair O'Keefe stated that Mr. Gallagher was very helpful to her during his time as Vice Chair. She added that Mr. Gallagher is active on many committees including acting as the CSB's representative on the Community Development Citizens Advisory Committee (CDCAC). CDCAC reviews grant requests, evaluates programs and makes recommendations to the County Board for the use of Federal Community Development Block Grant and Community Services Block Grant Funds. The Committee also advises on the development of the annual Community Development Program as part of Arlington's five-year consolidated plan. Chair O'Keefe thanked Mr. Gallagher for his service.

Committee Updates from Chairs

- Child and Youth Committee – Asha Patton-Smith
 - A joint meeting was held with the Mental Health Committee on November 13th; discussed youth transitioning out of Child and Youth and moving into other areas of the department; staff discussed the process for transitioning youth; discussed specific numbers of youth and adolescents that are transitioning
 - Discussed recruiting new members

- Developmental Disabilities Committee – Carol Skelly
 - Held a housing forum on Saturday October 26th from 9:00 a.m. – 12:00 p.m. at 2100 Washington Boulevard in the lower level auditorium; approximately 20 clients attended along with staff and providers
 - Held a follow-up meeting about the housing forum at the November regular meeting
 - The committee will discuss sexual abuse prevention in the group homes at the December meeting
 - The committee will discuss budget advocacy at the State level

- Mental Health Committee – Dori Mitchell and Dave FitzGerald
 - A joint meeting was held with the Child and Youth Committee on November 13th. Chair O’Keefe and Ms. Warren attended. The take-away is the need to advocate for community education about the First STEP and EDGE program availability for Young Adults, and from families with Young Adults.
 - Jose Campos, Job Avenue Supervisor, will discuss the Job Avenue Program at the December 11th meeting.
 - MHC will submit a draft of mental illness resources for a newly created webpage to Deborah by Monday.
 - MHC continues to advocate for
 - VHC to honor contract agreement for PHP
 - VHC discharge planning coordination
 - Mental health crisis Co-responder model
 - The Group Home Sub-committee (GHC) will meet Friday November 22nd to discuss We Care Dinners going forward, policy and procedures of client removal from a group home, proposed nutrition initiative, new contracts management review update, status of personal safety question added to Risk Assessment/Columbia Scale, sexual abuse prevention collaboration with DD Committee, and group home waitlist for future advocacy for more supported group homes and apartments
 - Mental Health Criminal Justice Review Committee (MHCJRC) - not a CSB sub-committee, but MHC has liaisons on it:
 - Suzanne Somerville, Residential and Specialized Clinical Services Bureau Chief, to work with Delegate Hope about direction from DBHDS on procedures for implementing medications over objection in the jail.
 - Discussion about how the ACDC might reconfigure space to allow for more Mental Health Units for those whose needs seems to be increasing at the expense of General Population Units whose use is declining.
 - New Commonwealth Attorney Parisa Draghani-Tafti attended.
 - MHCJRC membership criterion has been broadened. There will be meetings on the third Thursday of each month from 1 – 2:30 PM.
 - Reconfiguration of the Detention Center to increase the number of mental health units

- Substance User Disorder Committee – Chair O’Keefe
 - Conducted a site visit of the Addictions, Corrections, and Treatment (ACT) Unit in the jail – Mr. Kalchbrenner will provide additional information about the visit at the December full board meeting

- Ms. Warren thanked the members for their support of the Behavioral Health Docket.
- Ms. Warren provided an update about the Mental Health Resource Portal being developed for the County's public website. She stated that the Mental Health Committee had submitted a request to have an opportunity to collate different resources that could be helpful to family members who have a family member with a newly emergent serious mental illness. Ms. Warren added that DHS is working with the County's Department of Technology Services to reorganize the public website, which can be difficult to navigate.
- Ms. Warren stated that she is part of a group working on the Northern Virginia Juvenile Detention Center Study. She noted that a public hearing on the study was held on November 14th in Falls Church, this evening in Alexandria and another public hearing will be held in Arlington on November 21st at Central Library at 7:00 p.m. She stated that the purpose of the public hearings is to gather input from the community about future plans for the detention center, whose utilization has decreased significantly. She noted that the County is considering a regional plan for the detention center.
- Ms. Warren announced that Allison Land has been appointed as the new State Commissioner for the Department of Behavioral Health and Disability Services (DBHDS). Ms. Warren noted that Ms. Land was previously with Sentara Healthcare, overseeing Behavioral Health initiatives, Psychiatrist recruitment and retention, inpatient and outpatient services, virtual assessment and telepsychiatry. She added that, prior to working with Sentara Healthcare, Ms. Land was the Vice President of Floyd Medical Center in Rome, Georgia. Ms. Warren stated that she will have an opportunity to meet with Ms. Land at the joint VASCB/CSB Executive Director Forum on December 10th.
- Ms. Warren announced that DBHDS Deputy Commissioner for Facilities, Daniel Herr, is resigning his position as of December 13th.

Additional Updates/Information

- Ms. Hermann reported about the Legislative Forum on Aging Issues, sponsored by Arlington and Alexandria, held on November 7th, at the Fairlington Community Center. She reported that attendance was good.
- Chair O'Keefe asked the members for any additional information or questions.

Adjournment

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

Respectfully submitted by Kelly Mauller

Upcoming Committee Meetings

Child and Youth -Wednesday December 18th, 2100 Building, Lower level B, 6:00 - 7:00

Developmental Disabilities -Wednesday December 4th, 2100 Building, lower level - 6:30 - 8:30

Mental Health -Wednesday December 11th, 2120 Building, Room 322 - 6:00 - 8:00

Substance Use Disorder -Monday November 25th, 2120 Building, Room 115 - 7:00 - 9:00

Upcoming Events

November 21st - Northern Virginia Juvenile Detention Center Public Hearing - Central Library Auditorium, 1015 N. Quincy Street

VACSB Conferences & Trainings

2020 Events

- Legislative Conference - January 21-22, 2020 The Richmond Marriott
- Development & Training Conference May 6-8, 2020 The Williamsburg Lodge
- Public Policy Conference October 7-9, 2020 Hotel Roanoke and Conference Center