

CSB Fiscal Oversight Committee Meeting Minutes

Date: February 21, 2020

Attending: Chair, Jennifer Adeli; Captain Derek DeGeare; Ken Garnes; Bettina Lawton, and Edward Rose

Staff: Daryl Washington, Jessica Burris, and Lyn Tomlinson

1. Meeting called to order:

The meeting was called to order at 9:34 a.m.

2. Review of meeting minutes

The January 17, 2019 meeting minutes were offered for review. Recognizing no revisions were forthcoming, Edward Rose made a motion to approve the minutes as presented, which was seconded and approved.

3. Administrative Operations Report

Daryl Washington provided an update to agency activities related to Credible. A meeting has been scheduled for Wednesday, February 26, 2020 in Richmond, between the CEO of Credible and the Executive Directors of the 25 (out of 40) CSBs in Virginia that use Credible. It was further reported that there are ongoing discussions with Credible regarding the format and delivery of the CSB data transfer to the established County CSB dedicated electronic storage. Additionally, it was noted that efforts are ongoing to determine a long-term solution to Credible operations concerns. Efforts include an investigation of 'riding' an existing EHR contract that, per IT confirmation, if additional, related functional requirements are needed, it is possible to augment the existing contract.

4. Clinical Operations Report

Lyn Tomlinson provided updates to Diversion First and Time to Treatment, including:

A. *Diversion First:*

- The vacancy report for jail-based and jail diversion staff was updated to reflect the recent addition of two new staff for each program, noting a revised total of six vacancies. Recruitment efforts continue.
- The vacancies in Emergency Services/MCU are currently at 3 as two staff were recently hired.
- Neighborhood Health has signed a contract to provide medical clearance in the MCRC (Merrifield Crisis Response Center). The contract will be presented to the Board of Supervisors (BOS) on Tuesday, February 25, 2020 as an Information Item. There is a walk-thru of the allocated space scheduled for Monday, March 3, 2020 to assess the needs of both agencies for service delivery. The specific launch date is unknown at this time.
- As noted at the recent Executive Committee meeting, alternative transportation services are scheduled to launch in Region II, with the current plan placing the transportation hub at the Merrifield Center. It was clarified that alternative transportation provides an option to transport by the Sheriff's Department.

B. *Time to Treatment*

- The Youth Time to Treatment chart displays data for a three-month period. Highlights of the data included:

CSB Fiscal Oversight Committee Meeting Minutes

- Clarification that the median number of days is representative of current wait times. It was further clarified that the maximum number of days are easily skewed by small numbers (outliers), including even just one individual, who may have delays attending the first scheduled appointment.
- Noting that some of the data on the Adult Time to Treatment charts displayed no numbers, this was explained as locations with Direct Scheduling. It was clarified that Direct Scheduling is when an individual is scheduled for an initial appointment within two weeks following assessment. Direct Scheduling eliminates the need to track time to treatment as the initial appointment is scheduled within 14 days of assessment.
 - It was suggested that the charts be revised to 1) reflect the average number of days from assessment to first appointment *offered*, and 2) reflect the average number of days from assessment to the first appointment *attended*. Efforts are underway to design reports that will track this data.
 - Mr. Washington clarified that it is not possible to track the core measures of 'No Show Rate' or 'Cancellation Rate' as Credible does not have the capacity to track these data points due to limits in the scheduling configuration.
 - Efforts to implement an automatic text and phone call reminder system are underway, this includes obtaining a signed Release of Information (ROI) from each individual that would receive these reminders, expected to be a lengthy process.
 - Members offered some recommendations for further revision of the charts to include:
 - Monitor and report hiring efforts and accomplishments, including the impact of vacancies to time to treatment,
 - Notifications to the Committee of activities that may prompt BOS or citizen comment and/or public scrutiny,
 - Increase the 'Snapshot Time Period' range of days on the adult chart to provide more meaningful data,
 - Resume listing historical and comparative data on the charts.

5. Financial Status

Jessica Burris provided the financial report, providing an overview of each report to include:

A. *Pay Period Metrics Report*

- A slight decrease from the previous month was attributed to the holidays, the vacancy rate remained the same at 82.

B. *Modified Fund Statement*

- As discussed in prior meetings, the revised budget column has been added and reflects the transfer of approximately \$4.4m from Operating to Compensation and Fringe, offering a reminder that the forecast includes a

CSB Fiscal Oversight Committee Meeting Minutes

Vacancy Breakeven Point (VBP) of 70 that resulted in a savings of approximately \$450K.

- The Budget Actuals reflects the retraction of approximately \$134K for CRSP (Community Readiness Support Program) services in January 2020.
- A reminder was offered that the most significant budget item is Employment & Day (E&D) services. Due to very conservative management of encumbered E&D reserve funds over time, about \$1.5M rolls over annually. Plans to review and refine carryover funding are underway.

C. *Variable Revenue Report*

- A. Highlighting the approximately \$60K shortfall from target, this is attributed to insurance billing practices related to recent use of the County Tax ID # (not the CSB Tax ID #) on claims. Payments made to this Tax ID # were sent to several County agencies that bill the same insurance companies and also use the County Tax ID # without filtering by agency or NPI (National Provider Identifier) number. This resulted in efforts by the affected agencies to reassign the payments appropriately, a tedious and lengthy manual process. Efforts to work with insurance companies for correction, possibly to include NPI number for filtering future payments, are ongoing. An additional impact was the CRSP payback, noted earlier, that was processed in January. An update to correction efforts will be provided in March.

D. *Revenue Maximization - Non-Billable Report*

- A. Highlighting the reduction in non-billable services, this is attributed to the removal of 'LMHP-Type No Credential' billing error type and improvements to the process for 'Svcs Not Authorized' that have resulted in an increase to billable services. The remaining error types are primarily related to ARTS (Addiction and Recovery Treatment Services) billing that is not yet implemented, further noting that some of the Non-Billable service types include services that will remain non-billable and will, eventually, be removed from the list.

6. Human Resources (HR) Update

Daryl Washington and Lyn Tomlinson provided the Human Resources update, correcting the number of Support Coordinator vacancies 23, further reporting that several hiring packets have been submitted for processing. Additionally, the number of Compliance & Risk Management vacancies was corrected to one as the Compliance Coordinator position has been removed.

Noting no further discussion was forthcoming, the meeting was adjourned at 10:59 a.m.

Action Items/Responsible Party Required Prior to Next Meeting:

Requested revisions or an update to revision efforts to the Time to Treatment charts.

CSB Fiscal Oversight Committee Meeting Minutes

Issues to Communicate to CSB Board:

Agenda Items for Next Meeting:

Next Scheduled Fiscal Oversight Committee meeting

Friday, March 20, 2020, 9:30 am

Pennino Building, 12011 Government Center Pkwy, Fairfax, VA

Suite 836A

October 15, 2020

Date Approved



Clerk to the CSB Board