

Fairfax-Falls Church Community Services Board
Service Delivery Oversight Committee Virtual Meeting
August 11, 2021

The Service Delivery Oversight Committee of the Fairfax-Falls Church Community Services Board met electronically due to the COVID-19 pandemic that has made it unsafe to physically assemble a quorum in one location or to have the public present. Access was made available via video and web conferencing platform to CSB Board members, CSB staff, and members of the public. The meeting notice, including participation instructions, was posted electronically and on the building in which the meeting is typically held. Additionally, attendees were offered an opportunity to register for public comment during the 30 minutes prior to the meeting being called to order.

Committee Members in Attendance: Committee Chair Anne Whipple (Great Falls); Daria Akers (Fairfax); Robert Bartolotta (City of Falls Church); Captain Derek DeGeare (Loudoun); Sheila Jonas (Alexandria); Larysa Kautz (Upper Marlboro, MD); Edward Rose (Falls Church)

Committee Members absent: Srilekha Palle; Daniel Sherrange

Associate Members in Attendance: Joanne Aceto and Michelle Lotrecchiano, MVLE; Kathy Baker, Ken Crum, and Lauren Goldschmidt, ServiceSource; Cathy Benn, Second Story; Sharon Denisar, Fairfax County Public Schools; Rikki Epstein, Arc of Northern Virginia; Lauren Peterson, Psychiatric Rehabilitation Services, Inc. (PRS); Susan Keenan, Community Living Alternatives; Cindy Koshatka, No. VA. Mental Health Foundation (NVMHF); Sean McGinnis, Hartwood Foundation; Lauren Peterson, Cri; Elaine Sommer, Northwest Center for Mental Health Advisory Board; Bill Taylor, Concerned Fairfax; Eleanor Vincent, Pathway Homes, Inc.

Staff in Attendance: Georgia Bachman, Asst. Deputy Acute & Therapeutic Treatment Services; Michael T. Lane, Director Individual and Family Affairs; Elizabeth McCartney, Legislative Liaison; Lyn Tomlinson, Deputy Dir. Clinical Services; and Barbara Wadley-Young, Asst. Deputy Community Living Treatment and Supports.

1. **Meeting Called to Order**

Anne Whipple convened the meeting at 5:00 p.m.

2. **Roll Call & Audibility and Preliminary Motions**

Anne Whipple conducted a roll call with each CSB Board Member present, as identified above, to confirm that a quorum of CSB Board members was present and audible. Ms. Whipple passed the virtual gavel to Committee Co-Chair Sheila Jonas to make several motions required to start the meeting.

A motion was offered confirming that each member's voice was audible to each other member of the CSB Board present this motion was seconded by Larysa Kautz and unanimously passed.

Ms. Whipple made a motion that the State of Emergency caused by the COVID-19 pandemic makes it unsafe for the Committee to physically assemble and unsafe for the

public to physically attend any such meeting, and that as such, FOIA's usual procedures, which require the physical assembly of this CSB Board and the physical presence of the public, cannot be implemented safely or practically.

A further motion was made that this Committee may conduct this meeting electronically through a video and web conferencing platform, that may be accessed via Zoom Meeting ID: 918 3465 0333 and Passcode 223562. The motion was seconded by Robert Bartolotta and unanimously approved.

Ms. Whipple made a final motion that that all the matters addressed on today's agenda are statutorily required or necessary to continue operations and the discharge of the CSB Board Committee's lawful purposes, duties, and responsibilities. The motion was seconded and unanimously passed, following which the virtual gavel was returned to Ms. Whipple.

3. Welcome and Introductions

Ms. Whipple offered a welcome to the attendees, offering a brief background as this was her first meeting as Committee Chair.

4. Matters of the Public

None were presented.

5. Approval of the Minutes

The June 9, 2021, draft minutes were presented for review. As no recommendations were forthcoming, Edward Rose made a motion for approval that was seconded by Daria Akers and unanimously passed.

6. Return to Office/Onsite Employee Plans, Discussion of Associate Member Presentations

Lyn Tomlinson and Barbara Wadley-Young offered a brief overview of the agenda topic, noting that several speakers including Lori Bell, CSB Mental Health Manager for contracts and employment services and several current providers would provide further details.

- Ms. Bell reported that Behavioral Health Day Support & Employment services have remained open throughout the pandemic providing a total of 219 job placements at an average of \$13.79/hour. The decrease from last year (280) was primarily attributed to unemployment that occurred at the beginning of the pandemic. Staff continues to provide services in the community/face-to-face and virtually as preferred by the job seekers. Joe Getch with PRS reported operations are 70-75% of pre-COVID levels with steady increases, further reporting that CRSP (Community Rehabilitation Support Program) is operating at pre-COVID levels.
- Ms. Bell also provided an update to DD (Developmental Disabilities) Employment & Day Support (EDS) programs reporting that all 23 contracted providers are open with limited capacity. Plans to build capacity are dependent on filling staff vacancies. The number of individuals served increased significantly in the 4th quarter of FY21, reporting the hope that the increase will continue into 1st quarter of FY22. Acknowledging the continuing challenges of working with

Medicaid waiver transportation, efforts continue to improve the service including close collaboration between Transportation Coordinators, DD EDS staff and contract providers to manage issues and develop a plan to streamline the reopening processes.

- Lauren Peterson, with Cri, reported some sites opened, closed, and reopened from August 202 through March 2021 as COVID cases increased and decreased. Efforts to reach capacity are primarily based on staff availability and preference of the individuals. Current and ongoing COVID conditions and rates of new cases are closely monitored. Transportation challenges include reliability of service and van size related to behavior issues as well as lack of training in behavioral issues for van staff.
- Michelle Lotrecchiano, with MVLE, reported the reopening of Day services in May 2020 with some virtual volunteer activities and some virtual Employment & Day Services training activities in June 2020. There is a plan to reopen in Phase I on June 1, 2021, with abundant safety precautions and protocols in place. It was noted that the current census is 40% of individuals served in both Day and Employment Services. Transportation is also a challenge reporting that some families have stepped in to provide that service. Following a RIF (reduction in force) during COVID, there are significant efforts to rebuild capacity.
- Joanne Aceto, also with MVLE, confirmed that staffing and transportation are also significant barriers to supported employment. Additional impacts to Group Supported Employment (GSE) include the change in the minimum wage that required re-negotiation of contracts and smaller numbers of grouped individuals in accommodation of physical distancing. Individual Supported Employment (ISE) services was less impacted as this service continued throughout the pandemic for most of the vendors.
- Ken Crum with ServiceSource reported that Individual Supported Employment (ISE) services continued through the pandemic with in-person services resuming in Summer 2020 noting that referrals from CSB and DARS (Department for Aging and Rehabilitative Services) resulted in increased placements. Individuals working in Group Supported Employment (GSE) hired in commercial employment were laid off, while individuals employed through Ability One Federal contracts were considered essential and allowed to continue working if they chose to do so. The phased reopening of Day programs began May 2021 and was fully operational on July 1, 2021. Due to staffing limitations, the service level is at 70% with ongoing and active recruitment. Safety protocols are in place and enforced. Efforts to vaccinate individuals working on federal contracts is ongoing. Plans for safety protocols for unvaccinated individuals are in development. Barriers for return-to-work efforts include transportation, documentation, and impacts from changes to COVID-19.
- Sean McGinnis with Hartwood Foundation provided an update to residential services noting that many of their individuals also have underlying health conditions. Approximately 50% of individuals have returned to work. Mr. McGinnis further reported transportation challenges, noting they are impacting

residential services including a rejected proposal for the providers to supply transportation.

- Lauren Goldschmidt with ServiceSource reported that 220 individuals were served in FY2020 as the pandemic began. Ms. Goldschmidt was pleased to report an increase to 241 individuals served in FY2021 that was attributed to the positive and consistent efforts by the employment team and the resiliency of the individuals served.

Acknowledging that transportation is a primary and long-term concern, Ms. Tomlinson offered to partner with any interested community partners to address concerns with LogistiCare, the Medicaid waiver transportation vendor. Interested attendees were encouraged to reach out to Ms. Tomlinson directly.

Staff and client vaccinations were extensively discussed including incentives, potential mask and vaccination mandates, the impact of federal and state contracts, and voluntary vaccination disclosures.

Staff vacancies were widely acknowledged to be a significant barrier to re-opening by all attendees, further noting that recruitment from the same candidate pool impairs recruitment efforts. Mr. McGinnis reported efforts by the Northern Virginia Coalition of Service Providers a group of approximately 35 service providers who meet regularly to address comprehensive concerns including those reported at this meeting. Barbara Wadley-Young proposed that it may be beneficial to collaborate with the local universities to identify interns, paid interns, or graduates in related programs as a candidate pool. Ms. Wadley-Young encouraged attendees interested in collaborating on a virtual orientation or job fair working with universities to contact her directly for more information.

7. Discussions of Associate Member Presentations

This topic was included in the prior discussion.

8. Associate Member Reports, Updates, and Concerns

This topic was included in the prior discussion.

9. Staff Reports

Lyn Tomlinson provided an update to county activities. Highlights included:

- The RFP for the Regional Crisis Call Center for the Marcus Alert has been released.
- Governor Northam visited the Arlington County CSB to announce an award of approximately \$485M to strengthen the Virginia Behavioral Healthcare System. Offering a reminder that some of the state psychiatric hospitals have closed to admissions, it is anticipated that approximately one half of the funds will be to support the state hospitals with the other half used to strengthen community behavioral health services. An update to the state hospital closures included notice that Catawba has opened to admissions with Western State and Piedmont opening Thursday, August 12th with limited admissions.

- The CSB received notification from DBHDS (Department of Behavioral Health and Developmental Services) that they were awarded 146 Medicaid Waivers.
- Reporting 118 current vacancies at the CSB, Ms. Tomlinson acknowledged that while there is recruitment for all vacancies, the focus is on the hard to fill positions including Developmental Disability Support Coordinators, Behavioral Health Case Managers, and licensed staff. An internal study for possible reclassification of these positions is in development with a goal of implementation in FY2023.
- To assess client needs and preferences regarding telehealth vs. face-to-face service delivery, a survey was conducted that showed approximately 50% preferred telehealth with the other half preferring face-to-face services prompting a case-by-case determination.
- CSB efforts related to vaccinations include exploration of mandated vaccines by County Executive Bryan Hill at the request of the Board of Supervisors (BOS). Department of Health staff will be providing additional information on the vaccines to address vaccine hesitancy and to ensure current data is provided by staff to clients. Some of the residential programs have vaccines on hand for rapid delivery at request.

Elizabeth McCartney, Legislative Liaison, provided an overview of the recent General Assembly special session that convened Monday August 2, 2021, to discuss the allocation of \$4.3B that was awarded to Virginia through the American Rescue Plan Act (ARPA). Highlights included:

- The session adjourned with approximately \$1.1B unappropriated.
- \$485M was appropriated to strengthen the Behavioral Health System. Most of the funds were appropriated to relieve pressures on the state mental health hospitals including staffing and updates to the facilities.
- Other funds were appropriated for community-based services including:
 - \$5M for Permanent Supportive Housing to assist with the psychiatric bed crisis.
 - \$10M for crisis services including implementation of mobile crisis or crisis receiving facilities.
 - \$4M for implementing the Marcus Alert system of co-responder models.
 - \$10M for substance use treatment services, and
 - \$10M for additional substance use treatment services with suicide prevention efforts.
- Both chambers of the General Assembly passed their version of the Governor's recommendations, following which they were forwarded to Conference Committee. A six-month extension, through June 2022, of the Medicaid home and community service rate increase of 12.5% was added to the Conference Report. The Governor signed the bill yesterday, effective immediately, August 24, 2021. Preparations have started for the 2022 session including identifying the CSB Board priorities that will be shared with the committees as they are

finalized. Associate members were encouraged to forward feedback on priorities.

- It was also reported that the September CSB Board meeting will include a legislative session with invited General Assembly members and has been moved to September 29, 2021.

Michael T Lane provided an update to the *20th Annual Wellness and Recovery Conference, Pathways to Recovery*. The meeting is scheduled, virtually, on October 7, 2021. It was noted that there will be an increase in the number of speakers and workshops with no keynote speaker scheduled for this year. The Northern Virginia Mental Health Foundation will be assuming a different supportive role in 2022 with RPSV (Rehabilitative Program Services of VA) assuming management of the fiscal responsibilities at the end of this year. Attention was directed to the flyer included in the meeting materials.

The next meeting of the Service Delivery Oversight Committee (SDOC) is **October 13, 2021, at 5:00 p.m.** The meeting platform (in-person or virtual) will be determined as the meeting date approaches.

There being no further business to come before the Committee, Daria Akers made a motion to adjourn the meeting that was seconded by Edward Rose and unanimously passed at 6:27 p.m.

Actions Taken –

- Motions required to start the virtual meeting including roll call & audibility, safety, electronic meeting and public access, and continuity in government were offered by Anne Whipple, seconded, and passed
- Approval of the draft minutes of the June 9, 2021, Committee minutes.

10/13/2021

Date Approved



Clerk to the Board